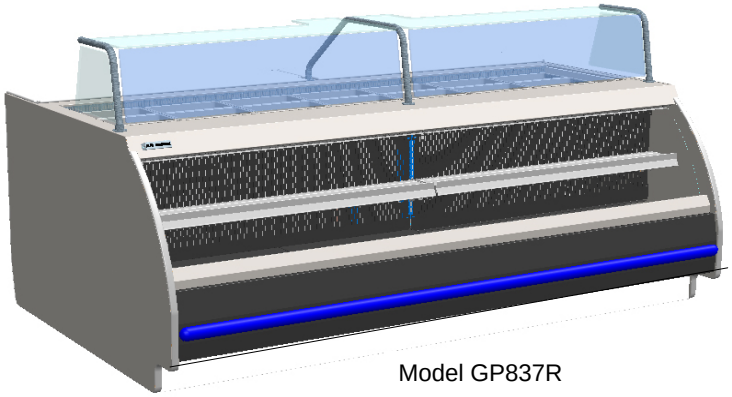
READ AND SAVE THESE INSTRUCTIONS

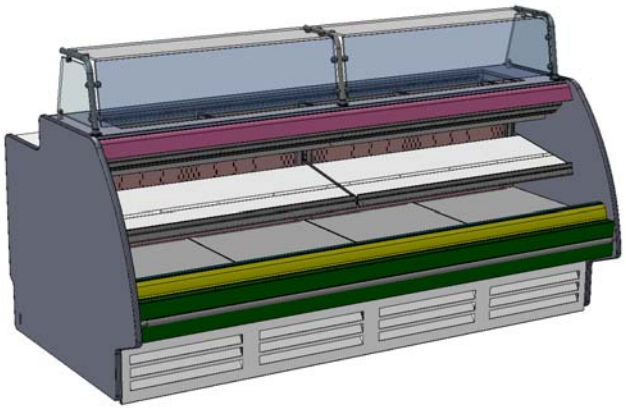
G-SERIES

INSTALLATION AND OPERATING MANUAL P/N 20-00045

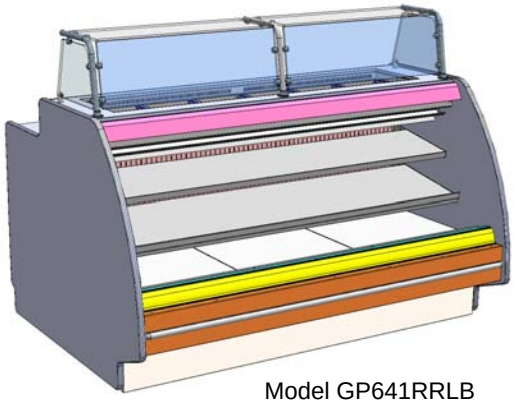
> REFRIGERATED SALAD/SANDWICH CASE / SELF-SERVICE GRAB-N-GO AT FRONT SECTION
> REFRIGERATED PAN SYSTEM AT TOP SURFACE (BEHIND SNEEZE GUARD)
> REFRIGERATED DRAWERS & STORAGE DOOR AT CASE REAR FOR DELI MEAT & CHEESES
> REFRIGERATED SELF-SERVICE GRAB-N-GO FRONT SECTION / HEATED SERVICE PIZZA DISPLAY
> REF. SELF-SVC GRAB-N-GO FRONT / HEATED SERVICE PIZZA STONE DISPLAY
> REFRIGERATED SELF-SERVICE/SERVICE PREP CASE WITH REAR STORAGE



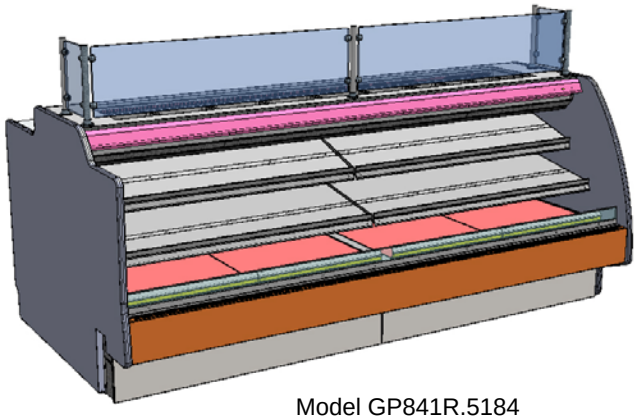
Model GP837R



Model GP841RR



Model GP641RRLB



Model GP841R.5184

Standard Units

GP837R……...95 7/8”L* x 58 1/8”D* x 48 5/16”H~
GP441RR……..51”L* x 51 3/4”D* x 55 1/16” H~
GP541RR……62 3/4”L* x 51 3/4”D* x 55 1/16” H~
GP641RR……...75 3/8”L* x 51 3/4”D* x 55 1/16” H~
GP841RR……99 5/8”L* x 51 3/4”D* x 55 1/16” H~
GP841R.5184……..99 5/8”L* x 51 3/4”D* x 53”H~

Low Base Units

GP441RRLB……....51”L* x 52 1/4”D* x 55 3/8” H~
GP541RRLB……....62 3/4”L* x 52 1/4”D* x 55 3/8” H~
GP641RRLB……....75 3/8”L* x 52 1/4”D* x 55 3/8” H~
GP841RRLB……....99 3/4”L* x 52 1/4”D* x 55 3/8” H~

**** Includes End Panels ~ From Floor To Sneeze Guard Top***
***> See TABLE OF CONTENTS / MODELS INCLUDED IN MANUAL* for a complete list of models represented by this operating manual.**

Model GP441RR

***See TABLE OF CONTENTS / MODELS INCLUDED IN MANUAL* for a complete list of models represented by this operating manual.**

Structural Concepts 888 E. Porter Road · Muskegon, MI 49441 Phone: 231.798.8888 Fax: 231.798.4960 www.structuralconcepts.com

TABLE OF CONTENTS / MODELS INCLUDED IN MANUAL

TABLE OF CONTENTS / MODELS INCLUDED IN MANUAL 2
OVERVIEW / TYPE / COMPLIANCE / WARNINGS / PRECAUTIONS / WIRING / PLUGS 3-4
INSTALLATION 5
CASE START-UP / THERMOMETER FUNCTION & LOCATIONS 6

LED LIGHT REMOVAL/REPLACEMENT, PLUG/CORD POSITIONING, PROPER PLUG INSERTION. 7

FLUORESCENT LIGHT REMOVAL/REPLACEMENT [MODEL GP841R.5184 ONLY] 8

DECKING, EVAPORATOR COIL FAN DISCHARGE, TXV LOCATION [MODEL GP837R ONLY] 9
DECKING, EVAPORATOR COIL FAN DISCHARGE, TXV LOCATION [MODEL GP841R.5184 ONLY] 10
DECKING, EVAPORATOR COIL FAN DISCHARGE, TXV LOCATION - SNEEZE GUARD AREA 11
DECKING, EVAPORATOR COIL FAN DISCHARGE, TXV LOCATION - REAR SECTION 12

THERMOMETER PROBE / DEFROST PROBE LOCATIONS - FRONT SECTION 13
THERMOMETER PROBE / DEFROST PROBE LOCATIONS - REAR SECTION 14
THERMOMETER PROBE / DEFROST PROBE LOCATIONS - TOP SECTION 15

MODEL GP540RRLB.5571B - OVERVIEW OF CASE FRONT 16
MODEL GP540RRLB.5571B - OVERVIEW OF CASE REAR 17
MODEL GP540RRLB.5571B - SHELVING / CRUMB TRAY / DECKING AIR RETURN / HONEYCOMB 18
MODEL GP540RRLB.5571B - LED LIGHTING LAYOUT / FRONT GLASS / EVAP. COIL/TXV/FANS .. 19

REFRIG. SELF-SERVICE GRAB-N-GO FRONT SECTION / HEATED SERVICE PIZZA DISPLAY [MODEL GP440RHLB.5574 ONLY] 20-22

OPTIONAL NIGHT AIR CURTAIN INSTALLATION & OPERATING INSTRUCTIONS [GP541RR SHOWN / APPLICABLE TO GP441RR, GP641RR & GP841RR] 23

CLEANING SCHEDULE [TO BE PERFORMED BY STORE PERSONNEL] 24-27

PREVENTIVE MAINTENANCE [TO BE PERFORMED BY TRAINED SERVICE PROVIDER] 28

MAINTENANCE FUNDAMENTALS - HONEYCOMB AIR DIFFUSERS [SERVICE TECHNICIANS ONLY] 29

TROUBLESHOOTING [TO BE PERFORMED BY STORE PERSONNEL] 30
TROUBLESHOOTING [TO BE PERFORMED BY TRAINED SERVICE PROVIDERS] 31
TROUBLESHOOTING - CONDENSING SYSTEM [TRAINED SERVICE PROVIDERS ONLY] 32
TROUBLESHOOTING - EVAPORATOR SYSTEM [TRAINED SERVICE PROVIDERS ONLY] 33

SERIAL LABEL LOCATION & INFORMATION LISTED / TECH INFO & SERVICE 34

TECHNICAL SERVICE CONTACT INFORMATION & WARRANTY INFORMATION 35

MODELS INCLUDED IN MANUAL

Cases represented in this operating manual include the following G-Series Grab-N-Go Models:

GP837R GP441RR GP441RR.5386 GP541RR GP641RR GP841RR GP841R.5184 GP441RRLB GP541RRLB GP641RRLB GP841RRLB GP440RRLB.5572 GP440RHLB.5574 GP540RRLB.5571B GP640RRLB.5571A GP640DRLB.5580A GP640RRLB.5578A GP840RRLB.5572B

OVERVIEW

- *Front Case Main Display Area:* These cases are designed to merchandise ***pre-chilled packaged food and beverage products*** at 38 °Fahrenheit / 3 °Celsius or less product temperatures.
- *Rear Drawers and Condiment Pans:* These areas are *also* designed to merchandise ***pre-chilled packaged food and beverage products*** at 38 °Fahrenheit / 3 °Celsius or less product temperatures.
- This remote refrigerated unit is a barista serve unpackaged food and customer self serve packaged food and drink case.
- Cases should be installed and operated according to this operating manual's instructions to ensure proper performance.
- Improper use will void warranty.
- This multi-functional unit is designed to perform quietly with easy operation.
- Merchandising capabilities meet the required standards for maintaining proper refrigerated food temperatures and sanitation.

TYPE 1 Units

This unit is designed for the display of products in ambient store conditions where temperatures and humidity are maintained within a specific range.

As this unit is manufactured for Type 1 conditions, ambient conditions are to be at 55% maximum humidity and maximum temperatures of 75 °F [24 °C].

COMPLIANCE

- Performance issues when in violation of applicable NEC, federal, state and local electrical and plumbing codes are not covered by warranty.
- See below compliance guideline.

WARNINGS

- This page contains important warnings to prevent injury or death.
- Please read carefully!

PRECAUTIONS and WIRING DIAGRAMS

- See next page for ***PRECAUTIONS*** and ***WIRING DIAGRAM*** information.

COMPLIANCE

This equipment MUST be installed in compliance with all applicable NEC, federal, state and local electrical and plumbing codes.

WARNING

Risk of electric shock. Disconnect power before servicing unit.
CAUTION! More than one source of electrical supply is employed with units that have separate circuits.
Disconnect ALL ELECTRICAL SOURCES before servicing.

WARNING

Hazardous moving parts. Do not operate unit with covers removed.
Fan blades may be exposed when deck panel is removed.
Disconnect power before removing deck panel.

WARNING

Heated Surface [Stone] Pizza Display Area is Hot!
Allow to cool before cleaning.

PRECAUTIONS

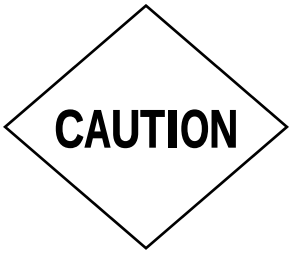
- Following are important precautions to prevent damage to unit or merchandise.
- Please read carefully!
- See previous page for specifics on ***OVERVIEW, TYPE, COMPLIANCE*** and ***WARNINGS***.

WIRING DIAGRAM

- Each case has its own wiring diagram folded and in its own packet.
- Wiring diagram placement may vary; it may be placed near ballast box, field wiring box, raceway cover, or other related location.

POWER CORD AND PLUG MAINTENANCE

- Caution! Risk of electric shock.
- If cord or plug becomes damaged, replace only with cord and plug of same type.



CAUTION! LAMP REPLACEMENT GUIDELINES

LED lamps reflect specific size, shape and overall design. Any replacements must meet factory specifications.

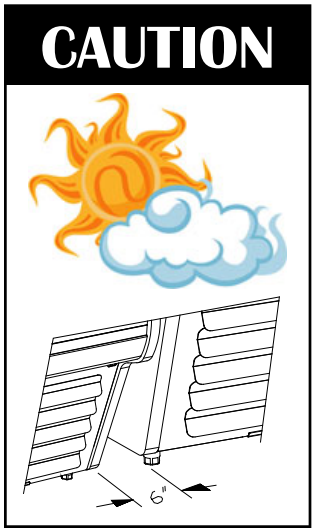
Fluorescent lamps have been treated to resist breakage and must be replaced with similarly treated lamps.

CAUTION! GFCI BREAKER USE REQUIREMENT

If N.E.C. (National Electric Code) or your local code requires GFCI (Ground Fault Circuit Interrupter) protection, you MUST use a GFCI breaker in lieu of a GFCI receptacle

CAUTION! POWER CORD AND PLUG MAINTENANCE

Risk of electric shock. If cord or plug becomes damaged, replace only with cord and plug of same type.



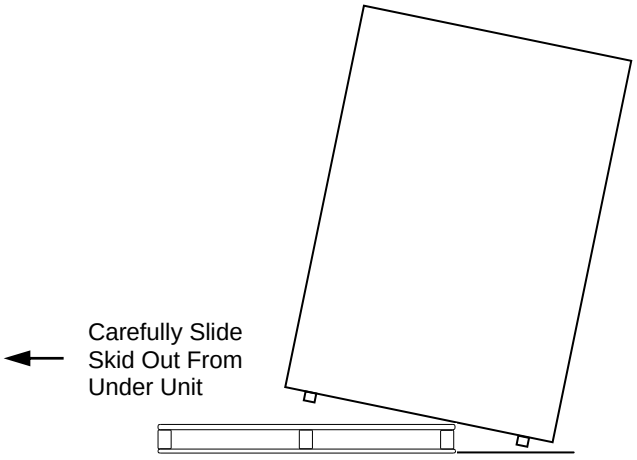
CAUTION! ADVERSE CONDITIONS / SPACING ISSUES

- **Performance issues caused by adverse conditions are NOT covered by warranty.**
- **End panels must be tightly joined or kept at least 6-inches away from any structure to prevent condensation.**
- **Unit must be kept at least 15-feet from exterior doors, overhead HVAC vents or any air curtain disruption to maintain proper temperatures.**
- **Unit must not be exposed to direct sunlight or any heat source (ovens, fryers, etc.).**
- **Tile floors, low ceilings or small rooms will increase noise level. Whisper Cool compressor blanket or remote unit may resolve noise level issues.**
- **Keep at least 8-inch clearance above unit for air discharge (self-contained units only).**

INSTALLATION

1. Remove Unit From Skid

- ***Caution! To prevent damage, support case while sliding skid out from under case.***
- *Note: Illustration below reflects general outline of sample case and does not reflect any particular model or options).*

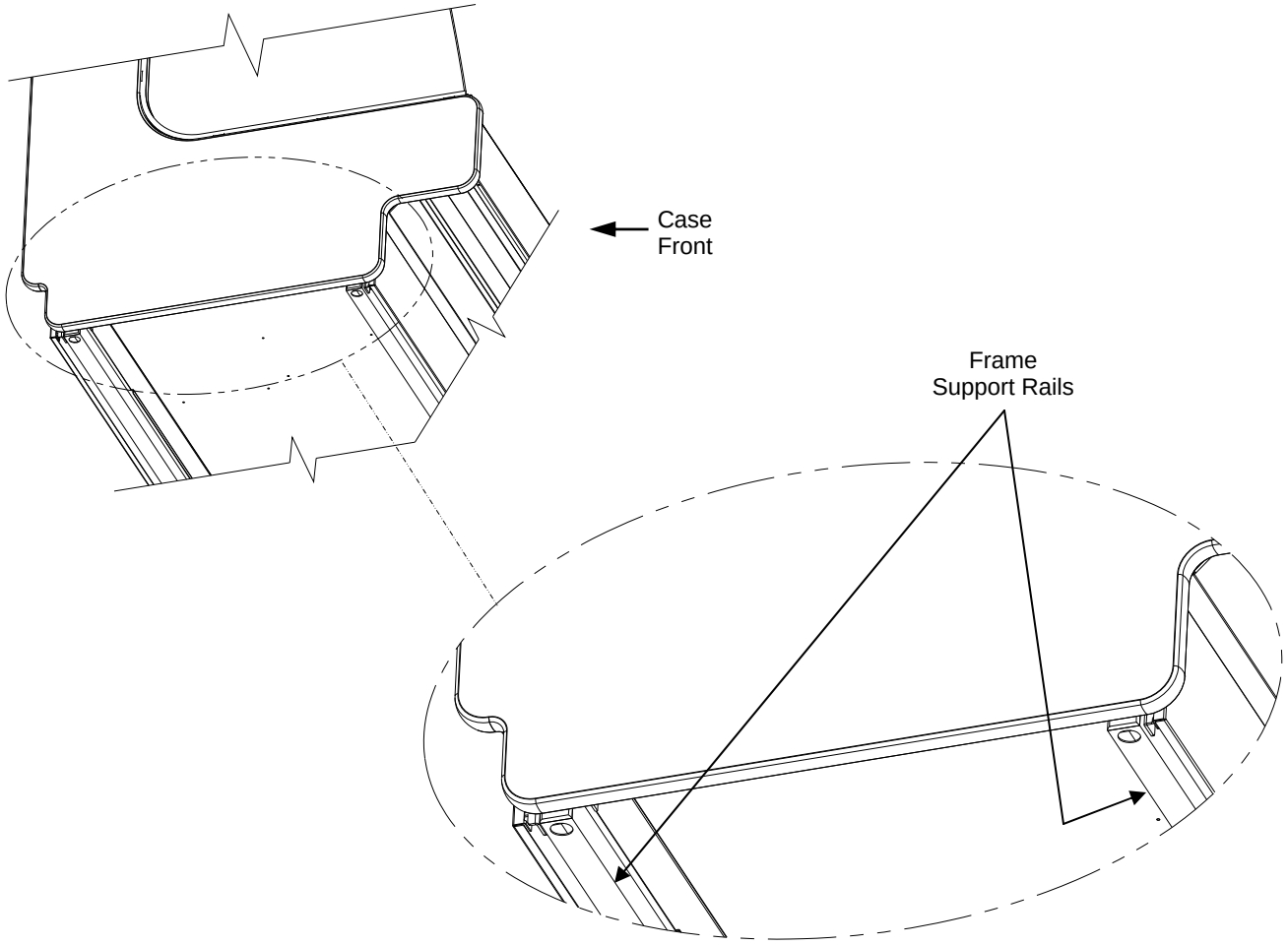


2. Position & Align Case Alongside Others

- Before adjusting levelers, make certain that the case is in proper position and, if required, aligned with adjoining case(s).
- This may require repositioning of the case you are installing or the already positioned case.

3. Frame Support Rails

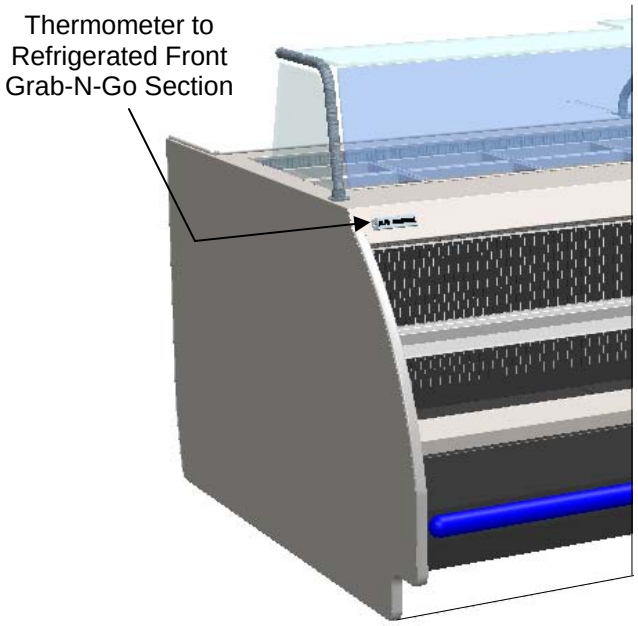
- Illustration below shows case with frame support rails (sample case - may not exactly reflect your particular model).
- Shims will be provided with all cases that have frame support rails.
- Use shims to level case.
- ***Note: After case is in position, it must be sealed to floor to prevent entry or leakage of liquid or moisture.***



CASE START-UP / THERMOMETER FUNCTION & LOCATION

1. Case Start-Up

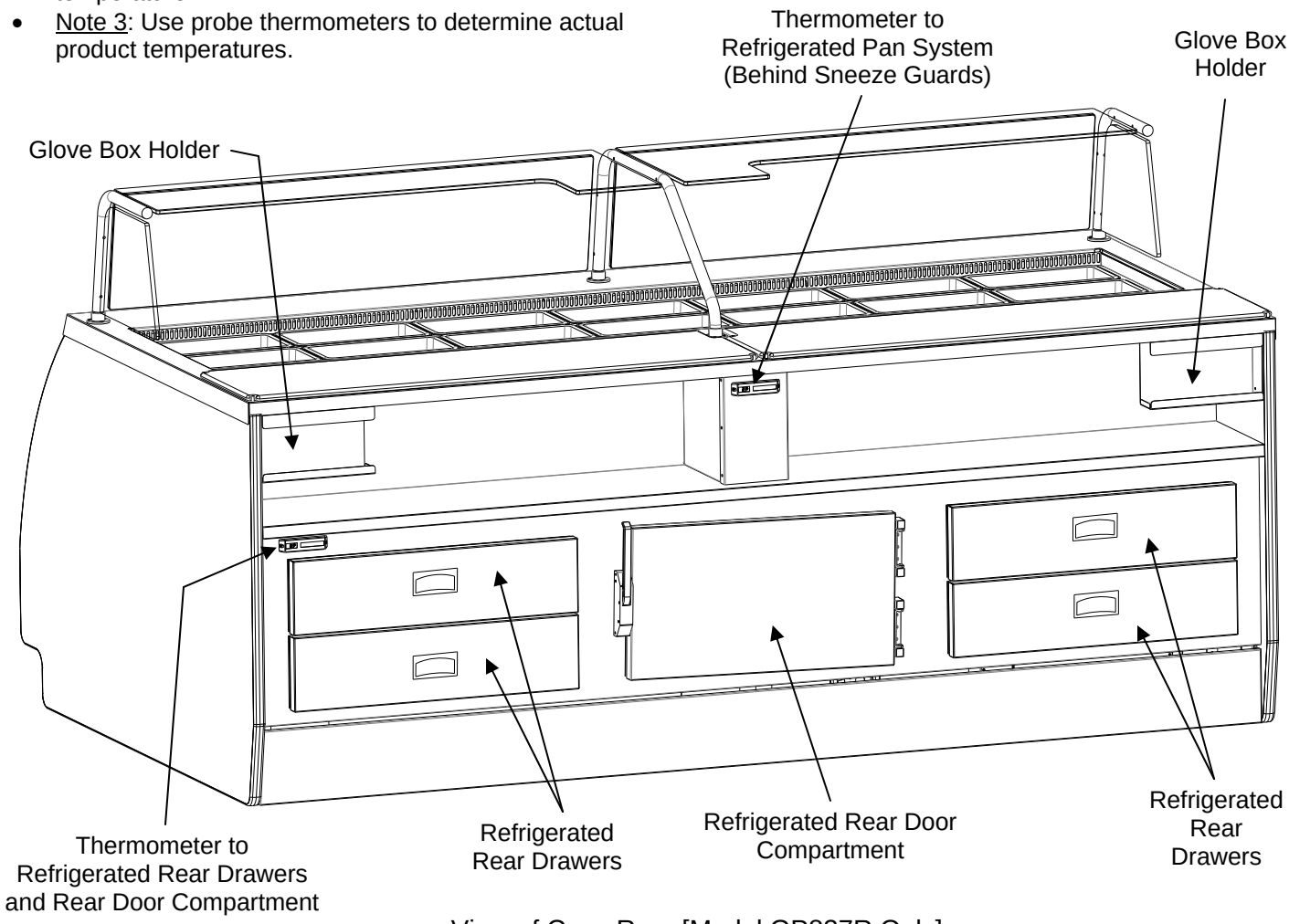
- *Case will energize when properly field-wired.*
- *Refrigeration system will supply cold air to rear drawers, rear door compartment and front grab-n-go section upon being energized.*
- Front refrigerated section shown below. Light switch (if any) will turn on light at front of case.
- When properly field-wired, coil fans should turn on. From inside of the case, check for discharge air from the air diffusing honeycomb to confirm that fans are functioning properly. See next page for honeycomb location.
- When case is in start-up mode (or has been idle for a long period of time), unit requires 75 minutes of run time to pull-down temperature.



Case Front

2. Thermometer Function & Placement

- Note 1: Thermometers provides temperature to three (3) separate areas in the case.
- Note 2: Thermometers reflect warmest air temperature in merchandiser. They do not provide actual food temperature.
- Note 3: Use probe thermometers to determine actual product temperatures.



-- View of Case Rear [Model GP837R Only] --

LED LIGHT REMOVAL/REPLACEMENT, PLUG/CORD POSITIONING, PROPER PLUG INSERTION

1. LED Light Removal / Replacement

- If case is provided with LED lights they will rarely require change-out.
- Contact Structural Concepts' Technical Service Dept. for replacement parts (see Technical Service section of this guide).
- To remove LED light fixture, disconnect existing LED light from brackets and self-adhesive tape.
- Then, firmly grasp LED light while applying outward pressure to brackets.
- Twist the LED out and away from the bracket to release

2. Plug and Cord Positioning

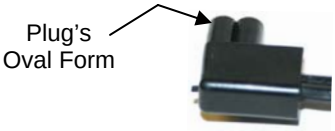
- Plug is to connect to LED light at raceway side of case.
- Before attaching LED light to case, verify that plug connects to LED properly (without cord doubling back).
- See photos of proper vs. improper connections below.

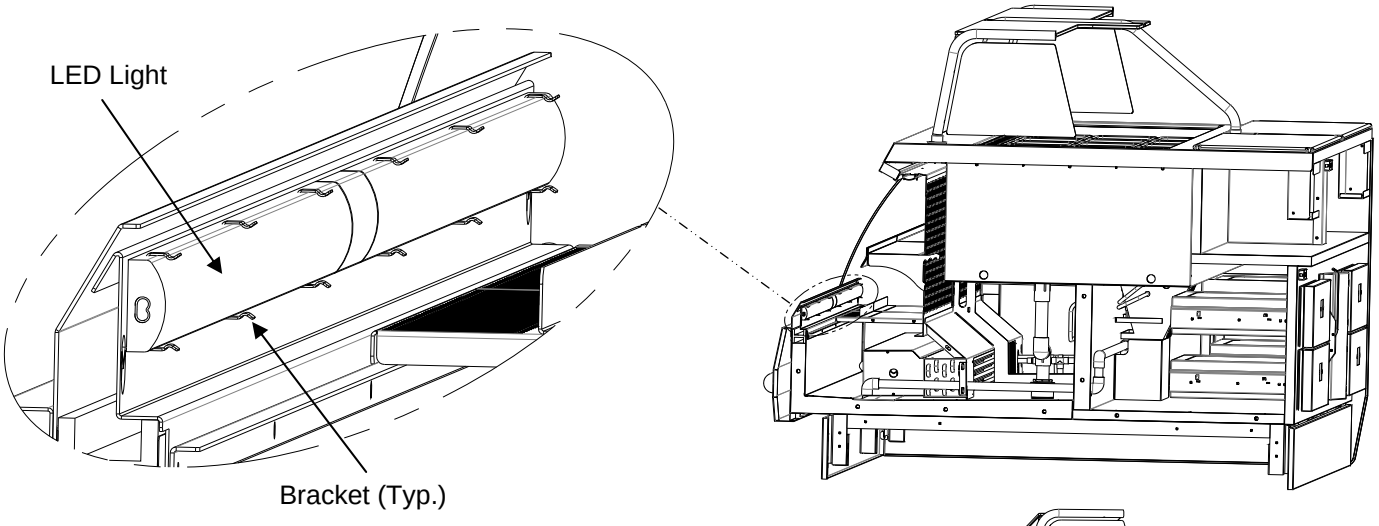
3. Proper Plug Insertion Into LED Light

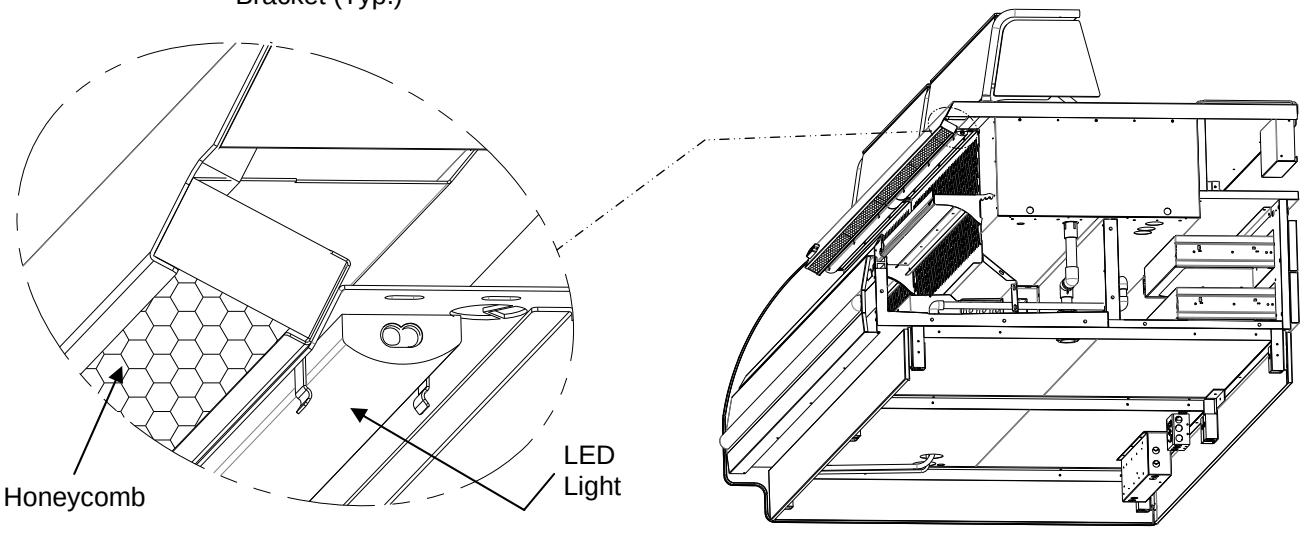
- Plug must be inserted into LED light properly or the LED will not light up.
- Oval form of plug is to connect to the oval form of LED light.
- See illustrations below.

Proper Connection

Improper Connection







FLUORESCENT LIGHT REMOVAL/REPLACEMENT [MODEL GP841R.5184 ONLY]

Light Fixture

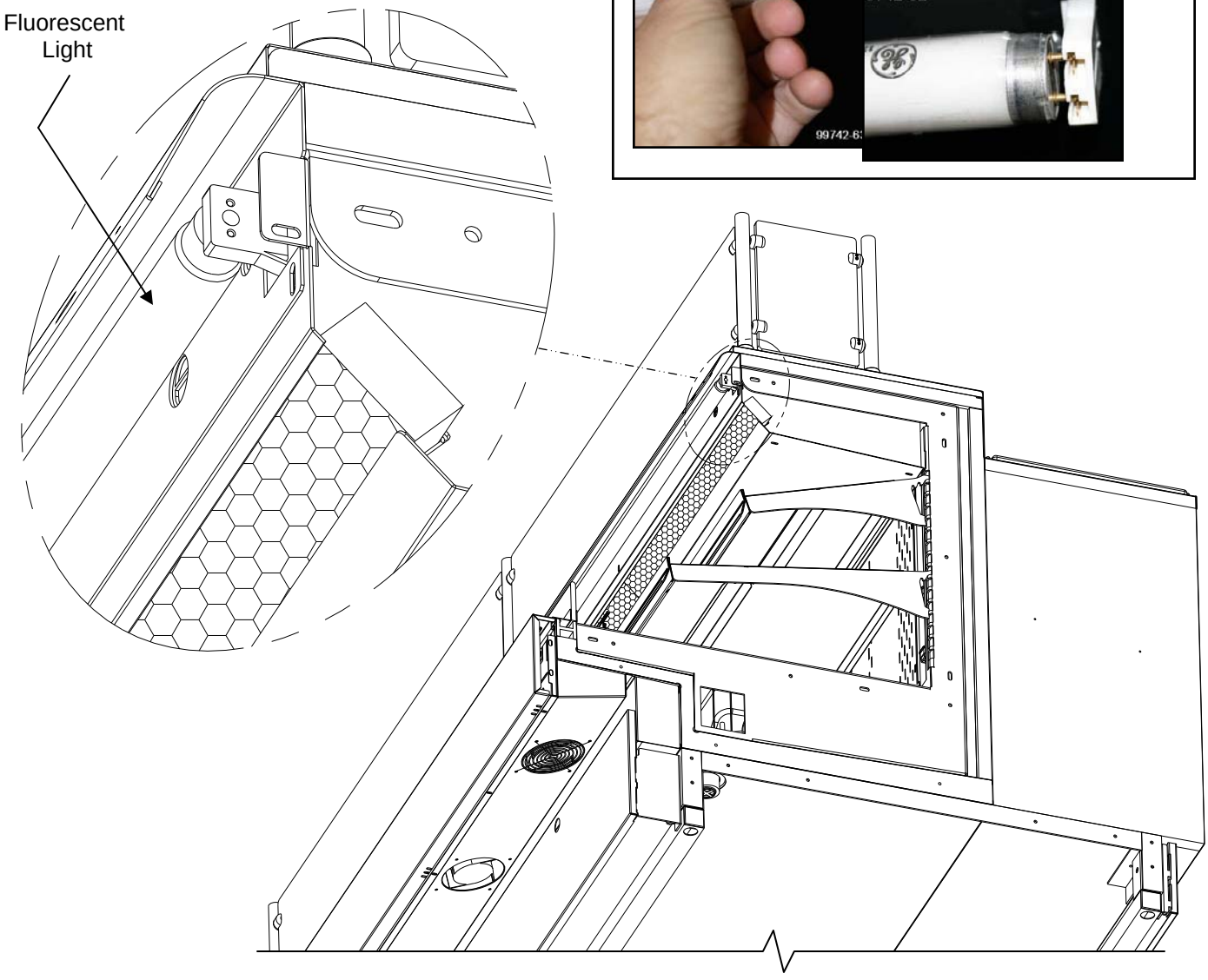
Removal of lamp:

- Rotate lamp (1/4-turn) either direction to disengage (upper or lower) pins/contacts from lamp mounting sockets.
- Remove bulb by applying even pressure from the back side at the bulb ends and pulling the remaining contact from the sockets.
- See illustration at below-left.

Installation of lamp:

- Align pins with slot.
- Insert pins into socket by rotating the bulb 1/4-turn to secure either the (upper or lower) pinned contacts into the sockets.
- Rotate the remaining bulb contacts (1/4 turn) into the remaining lamp mounting socket contacts.
- See illustration below.

Standard Fluorescent Light Fixtures



DECKING, EVAPORATOR COIL FAN DISCHARGE, TXV LOCATION [MODEL GP837R ONLY]

1. Coil Fan Discharge

When Main Power Switch is turned on, refrigeration section will energize (see ***CASE START-UP*** section in this manual).

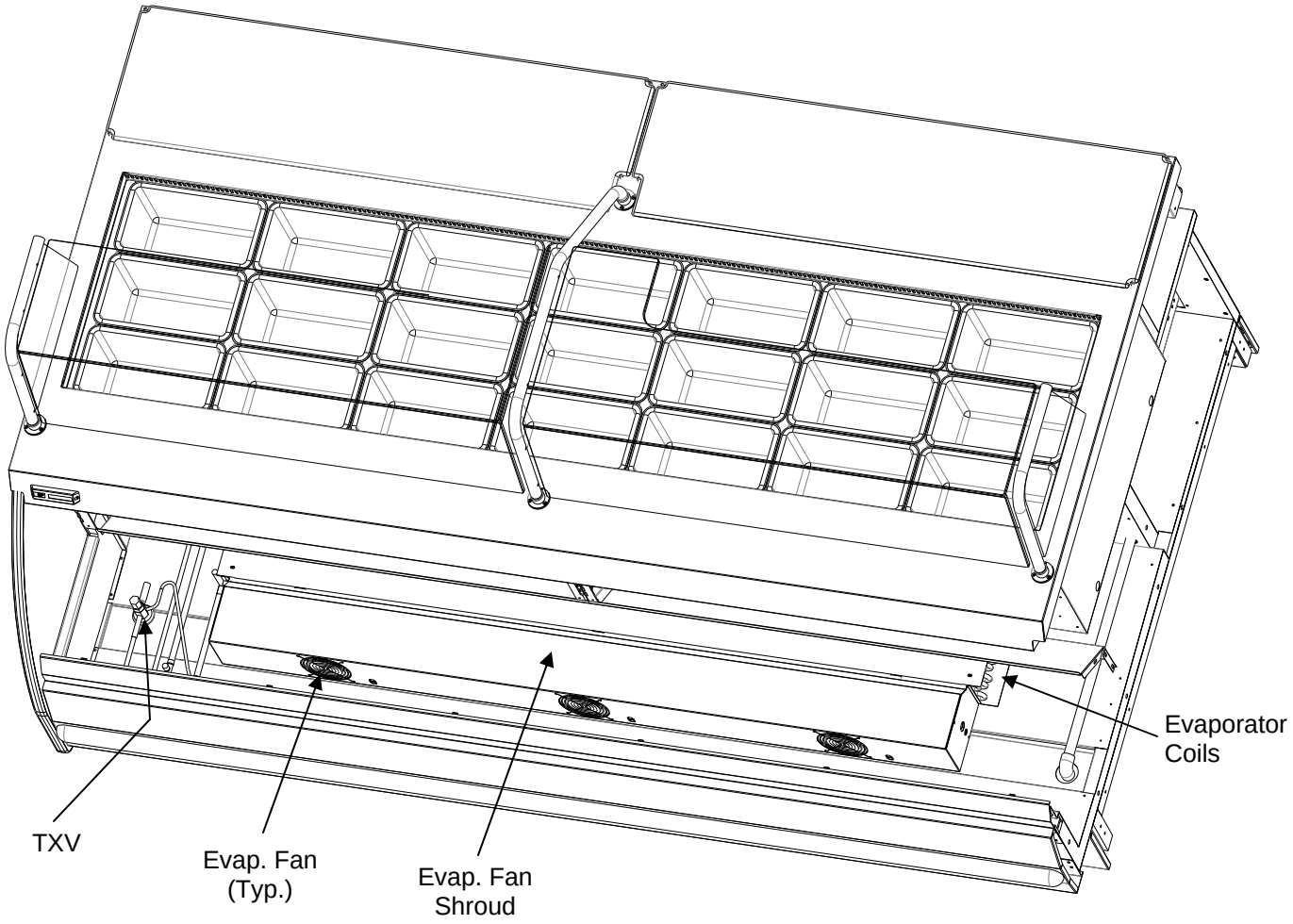
- Evaporator coil fans should turn on. From inside of the case, check for discharge air from fans to confirm that they are functioning properly.
- When the case is in a start up mode or has been idle for a long period of time, the unit will require 75 minutes of run time to pull-down temperature.
- See below illustration.

2. TXV

- TXV is under TXV Access Panel (at Customer Front-Left of Case).
- Decking must be removed for access.
- See illustration below for location.
- Note: Partially disassembled view below shown for illustrative purposes only.

3. Model GP837R Layout is Shown Below

- See next page for decking, evaporator coil fan discharge and TXV location on model GP841R.5184.



View of Case With Decking, Rear Plenum and End Panel Shown Removed for Illustrative Purposes Only

DECKING, EVAPORATOR COIL FAN DISCHARGE, TXV LOCATION [MODEL GP841R.5184 ONLY]

1. Coil Fan Discharge

When Main Power Switch is turned on, refrigeration section will energize (see ***CASE START-UP*** section in this manual).

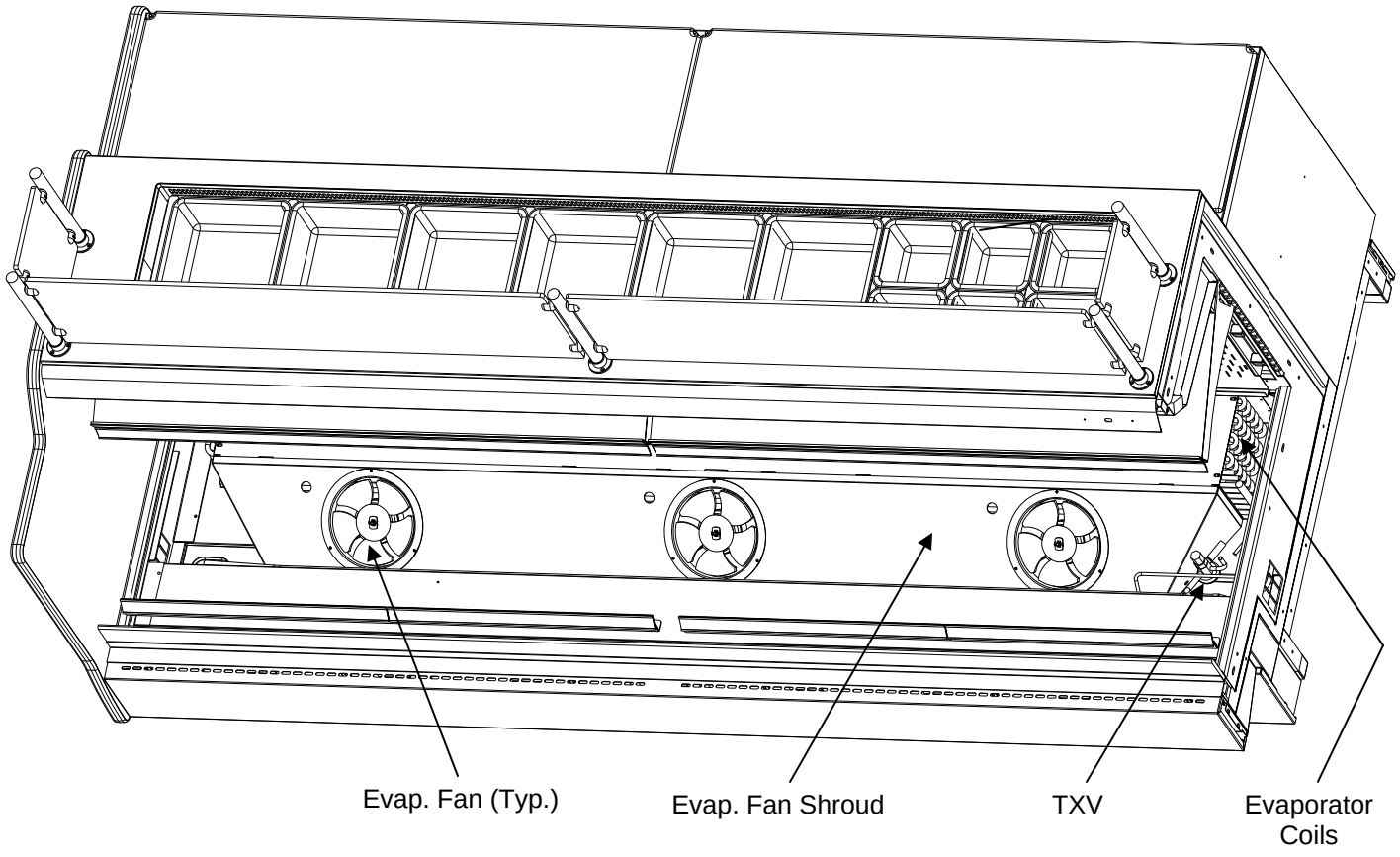
- Evaporator coil fans should turn on. From inside of the case, check for discharge air from fans to confirm that they are functioning properly.
- When the case is in a start up mode or has been idle for a long period of time, the unit will require 75 minutes of run time to pull-down temperature.
- See below illustration.

2. TXV

- TXV is under TXV Access Panel (at Customer Front-Right of Case).
- Decking must be removed for access.
- See illustration below for location.
- Note: Partially disassembled view below shown for illustrative purposes only.

3. Model GP741.5184 Layout is Shown Below

- See previous page for decking, evaporator coil fan discharge and TXV valve location on model GP837R.



View of Case With Decking and End Panel Removed for Illustrative Purposes Only

DECKING, EVAPORATOR COIL FAN DISCHARGE, TXV LOCATION - SNEEZE GUARD AREA

1. Coil Fan Discharge

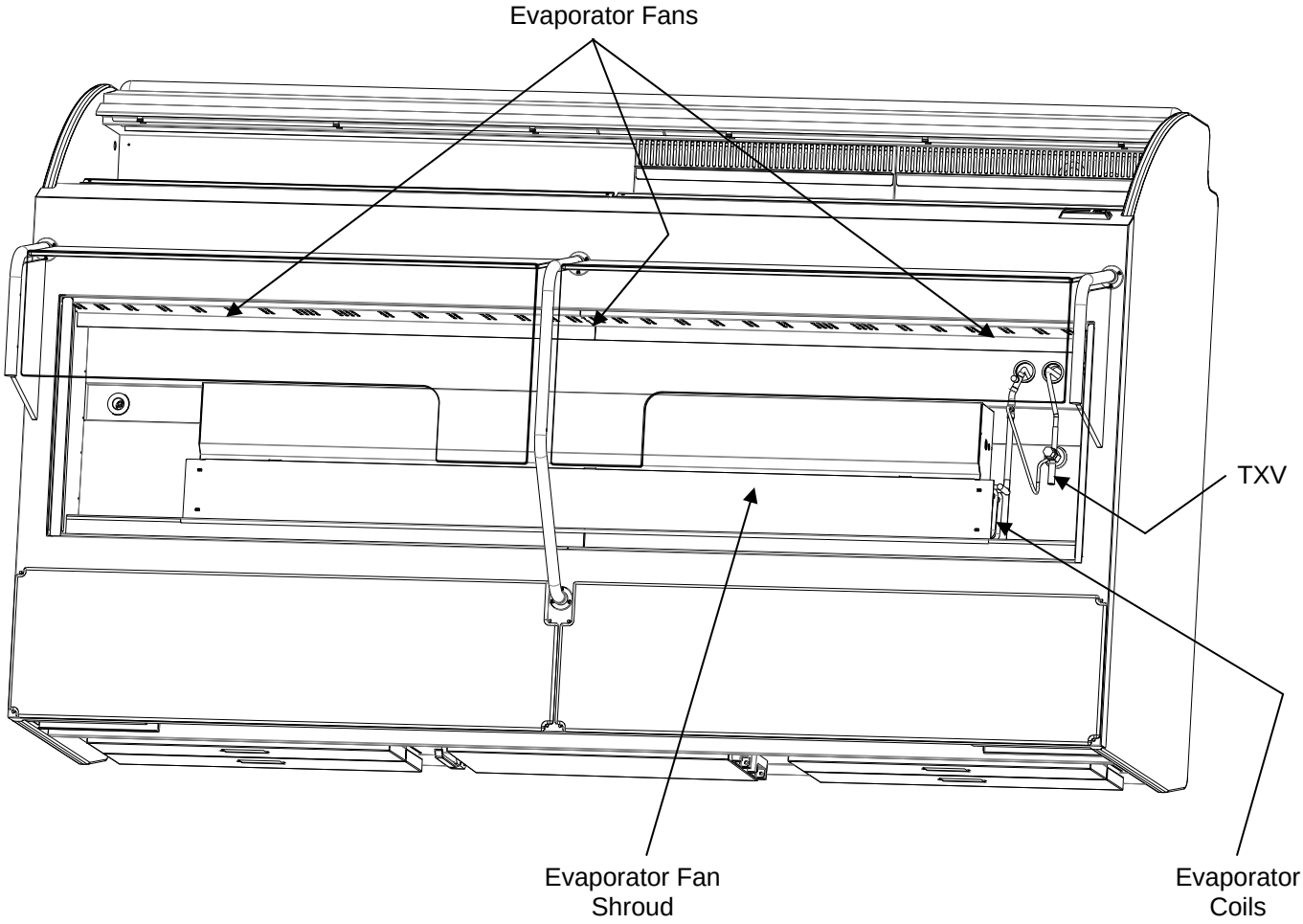
When Main Power Switch is turned on, refrigeration section will energize (see case start-up section).

- Coil fan should turn on. From inside of the case, check for discharge air from front fans, to confirm that the fan is functioning properly.
- When the case is in a start up mode or has been idle for a long period of time, the unit will require 75 minutes of run time to pull-down temperature.
- See below illustration.

2. TXV

- TXV is under TXV Access Panel (at Customer Front-Left of Case).
- Decking must be removed for access.
- See illustration below for location.

Note: Illustrations shown may not exactly reflect every feature or option of your particular case.



View of Case With Decking, Rear Plenum and End Panel Removed for Illustrative Purposes Only

DECKING, EVAPORATOR COIL FAN DISCHARGE, TXV LOCATION - REAR [MODEL GP837R]

1. Coil Fan Discharge

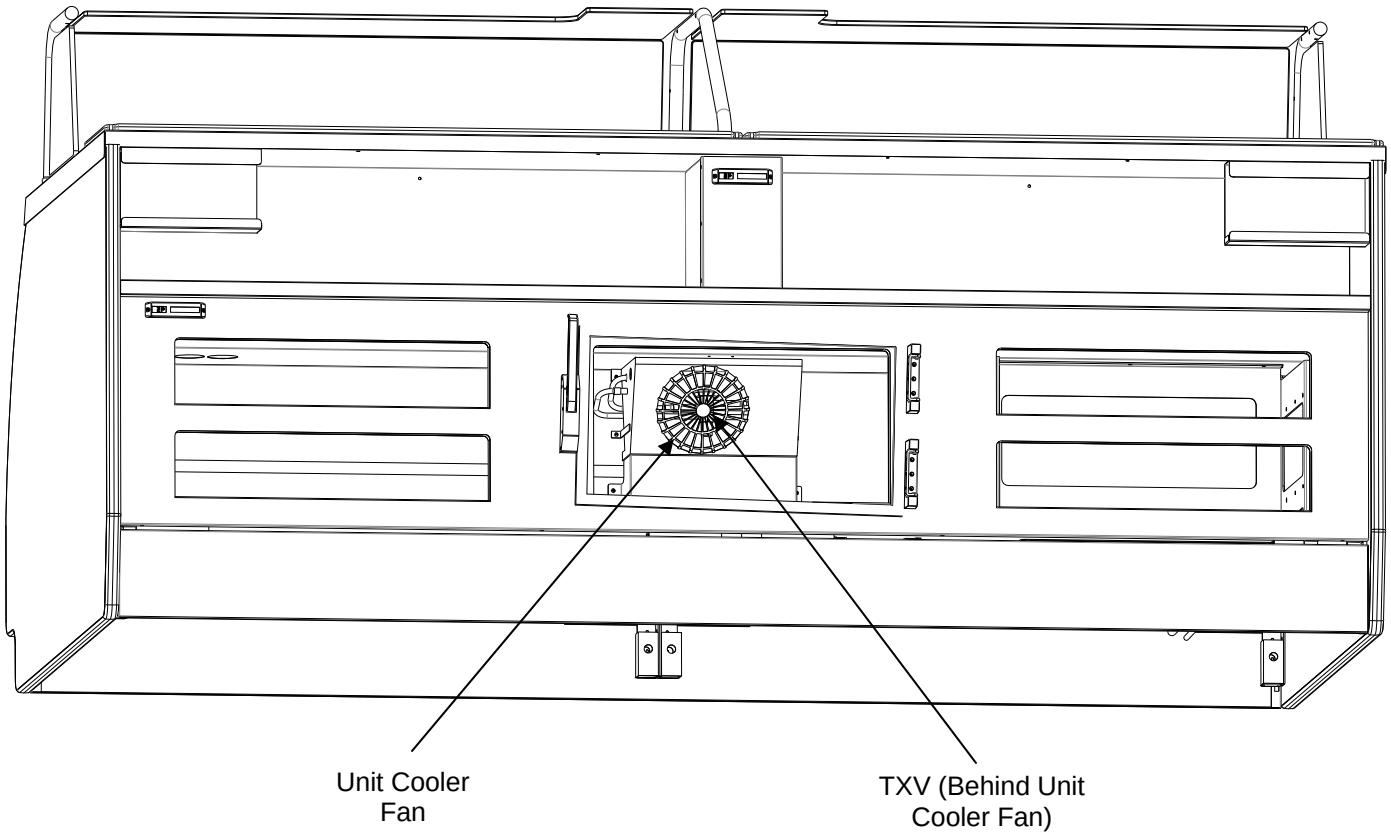
When main power switch is turned on, rear refrigeration section (accessible through door and drawers) will energize (see case start-up section).

- Unit cooler fan should turn on. Check for discharge air to confirm that the fan is functioning properly.
- When the case is in a start up mode or has been idle for a long period of time, the unit will require 75 minutes of run time to pull-down temperature.
- See below illustration.

2. TXV

- TXV is behind unit cooler fan (see illustration below).
- See illustration below for location.

Note: Illustrations shown may not exactly reflect every feature or option of your particular case.



View of Case With Rear Door and Drawers Removed for Illustrative Purposes Only

THERMOMETER PROBE / DEFROST PROBE LOCATIONS - FRONT SECTION [MODEL GP837R]

1. Thermometer Probe Location - Front Section

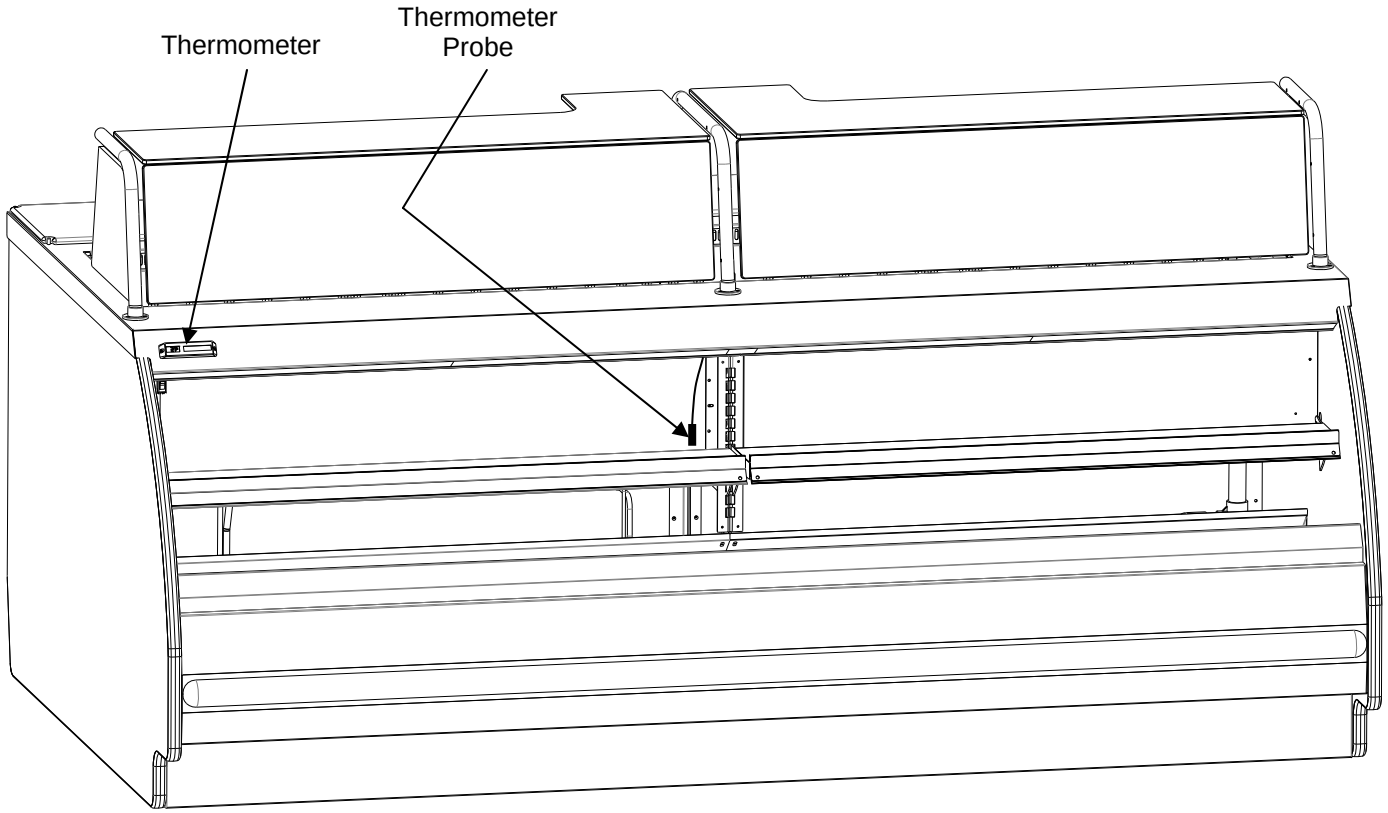
View below reflects rear plenum removed
(for illustrative purposes only).

- Thermometer probe is positioned vertically and horizontally (behind coil). See illustration below.
- Thermometer probe is to be attached by spacer and screw assembly.
- This spacer will allow probe to garner accurate temperature readings and transmit to thermometer.

2. Thermometer Notes

- Note 1: Thermometers reflect warmest air temperature in merchandiser. They do not provide actual food temperature.
- Note 2: Use probe thermometers to determine actual product temperatures.

Note: Illustrations shown may not exactly reflect every feature or option of your particular case.



THERMOMETER PROBE / DEFROST PROBE LOCATIONS - REAR SECTION [MODEL GP837R]

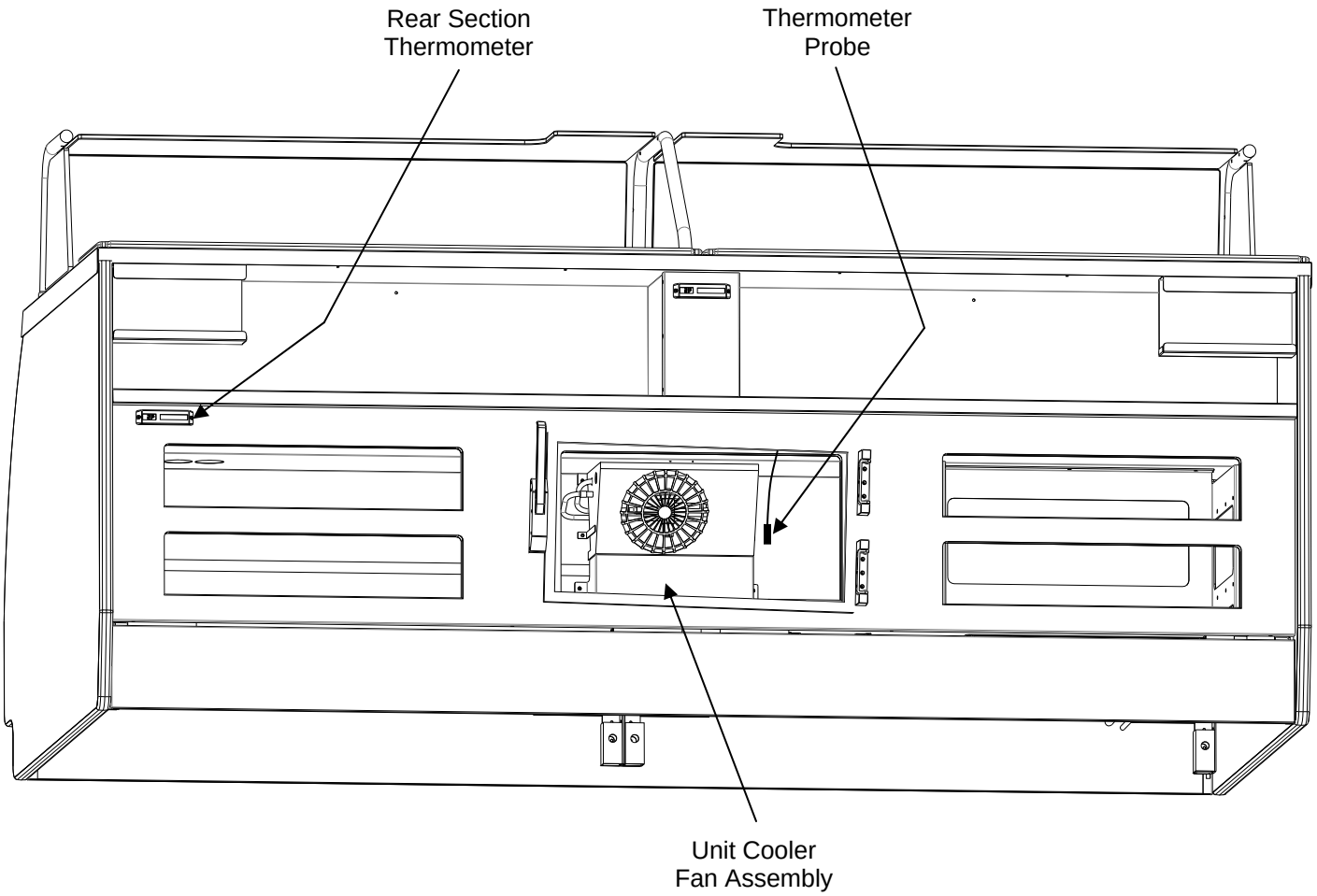
1. Thermometer Probe Location - Front Section

View below reflects rear door and drawers removed (for illustrative purposes only).

- Thermometer probe is vertically positioned vertically and horizontally (approximate location: just to the right of the *Unit Cooler Fan Assembly*.
- Thermometer probe is to be attached by spacer and screw assembly.
- This spacer will allow probe to garner accurate temperature readings and transmit to thermometer.

2. Thermometer Notes

- Note 1: Thermometers reflect warmest air temperature in merchandiser. They do not provide actual food temperature.
- Note 2: Use probe thermometers to determine actual product temperatures.



THERMOMETER PROBE / DEFROST PROBE LOCATIONS - TOP SECTION [MODEL GP837R]

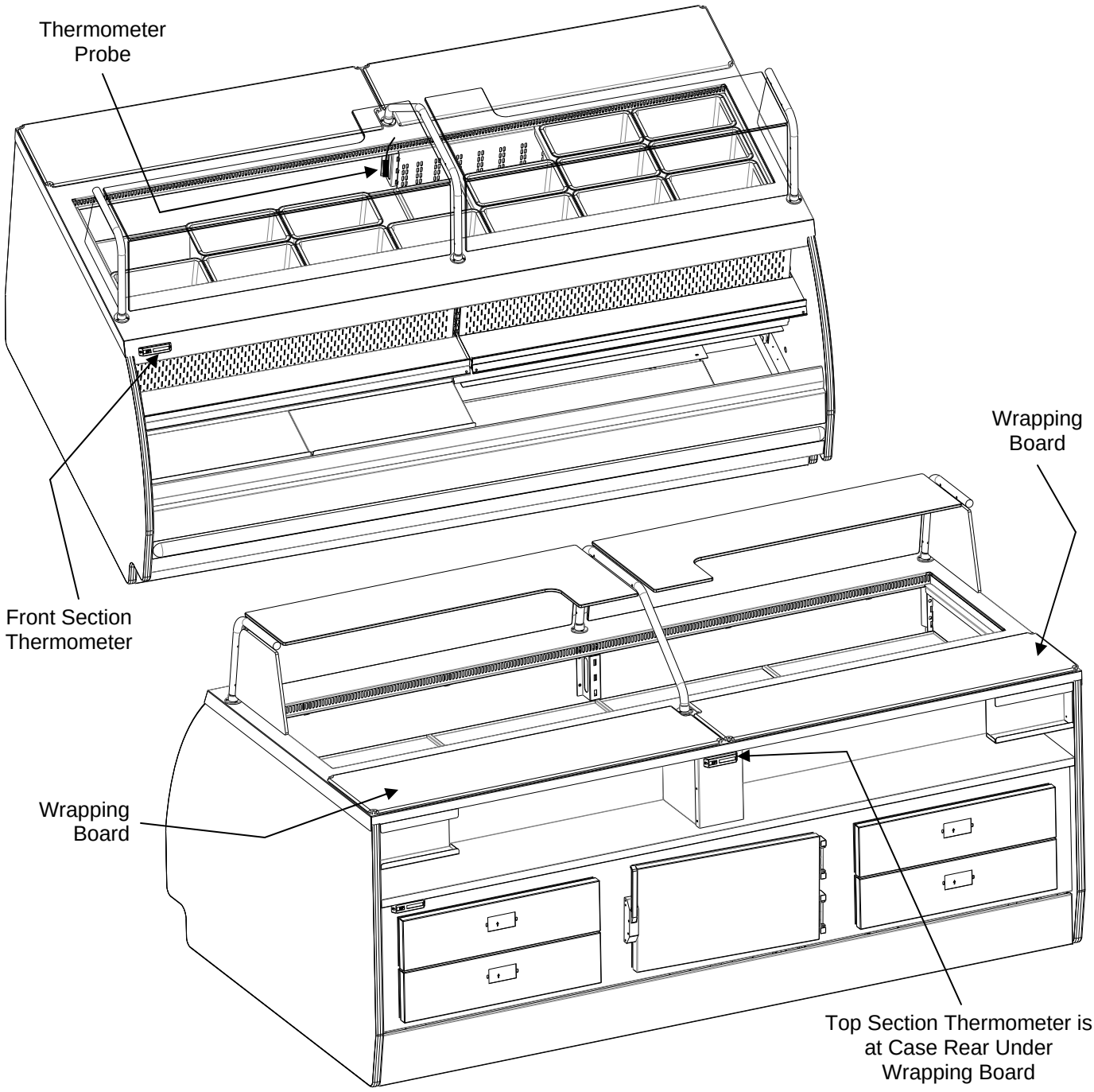
1. Thermometer Probe Location - Front Section

View below reflects rear plenum, pans dividers removed (for illustrative purposes only).

- Thermometer Probe is vertically positioned vertically and horizontally. See approximate location in illustration below.
- Thermometer Probe is to be attached by spacer and screw assembly.
- Spacer allows probe to garner accurate temperature readings and transmit to thermometer.

2. Thermometer Notes

- Note 1: Thermometers reflect warmest air temperature in merchandiser. They do not provide actual food temperature.
- Note 2: Use probe thermometers to determine actual product temperatures.



MODEL GP540RRLB.5571B - OVERVIEW OF CASE FRONT

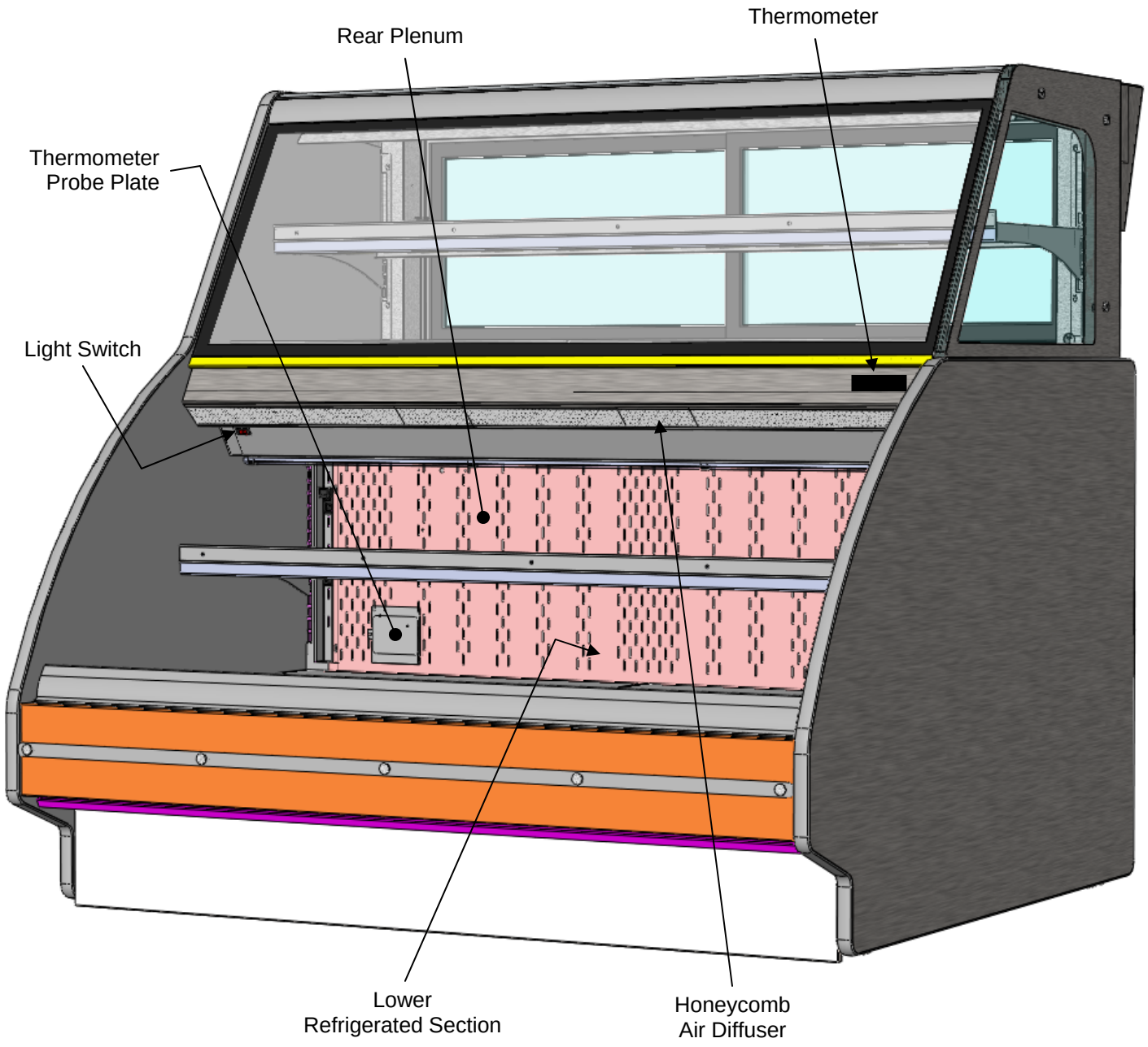
1. Thermometer Probe Location - Front Section

View below shows location of probe plate.

- Probe is positioned behind protective plate.
- See approximate location in illustration below.
- Thermometer probe is attached by spacer and screw assembly.
- Spacer allows probe to garner accurate temperature readings and transmit to thermometer.

2. Thermometer

- Thermometer is located at front-right (as shown in illustration below)
- Note 1: Thermometers reflect warmest air temperature in merchandiser. They do not provide actual food temperature.
- Note 2: Use probe thermometers to determine actual product temperatures.



MODEL GP540RRLB.5571B - OVERVIEW OF CASE REAR

1. Scale Stand and Outlet

- Scale stand and outlet provides support and electrical means for scale.
- Caution! Use only approved plug for outlet.

2. Rear Sliding Doors

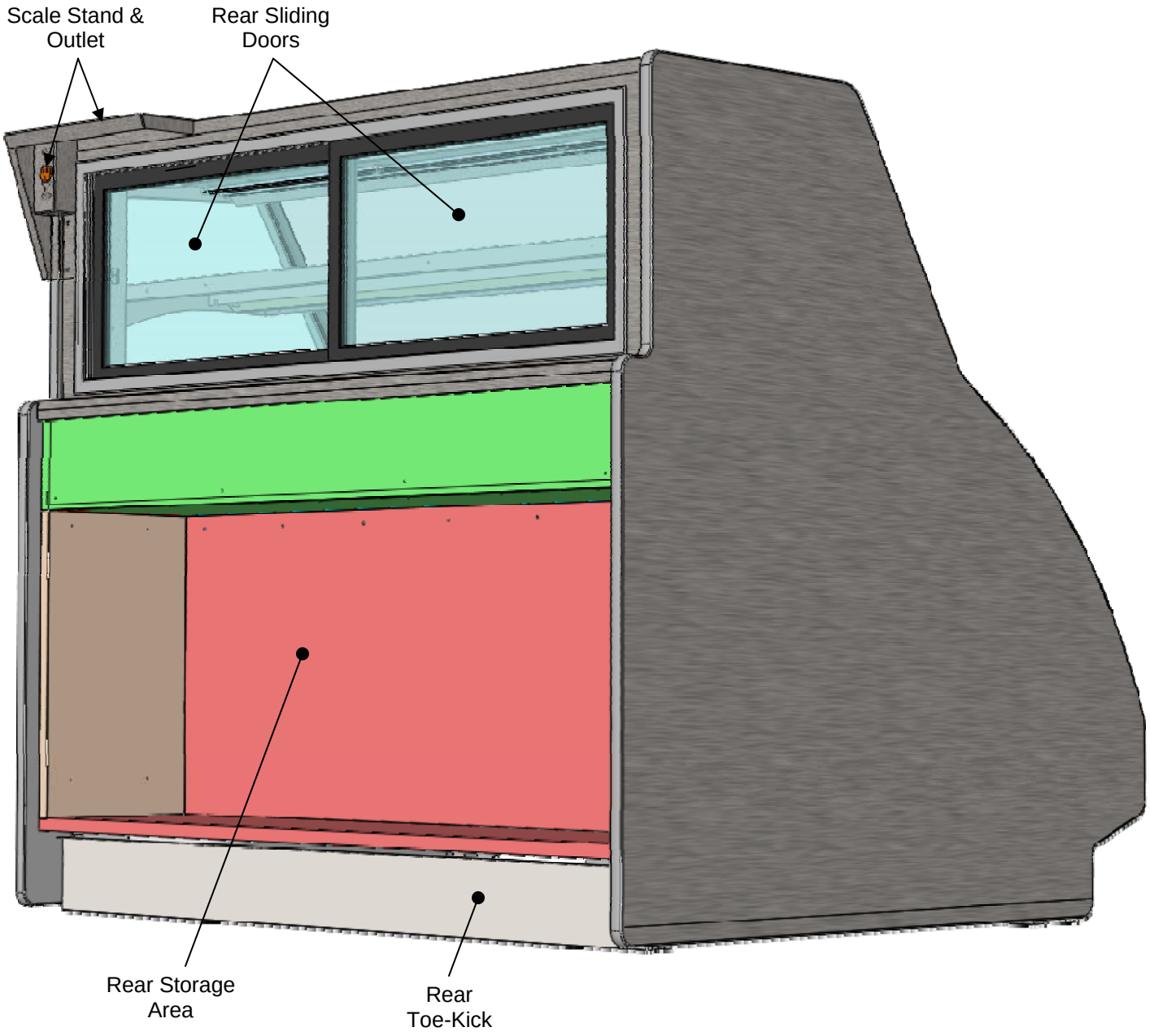
- Rear sliding doors are removable for cleaning and/or serving.
- Use care when removing from case to prevent glass breakage.

3. Rear Storage Area

- Rear storage area is may be used for storing store supplies.
- See cleaning section in manual.

4. Rear Toe-Kick

- Rear toe-kick may be removed by lifting up and off.
- No screw removal is required.



MODEL GP540RRLB.5571B - SHELVING / CRUMB TRAY / DECKING AIR RETURN / HONEYCOMB

1. Adjustable Shelving

- Upper shelving can be tipped downward either 5° or 10° for display purposes.
- Lower shelving may either be tipped downward OR raised or lowered [by simply removing and placing in notches above or below.

2. Air Discharge/Crumb Tray

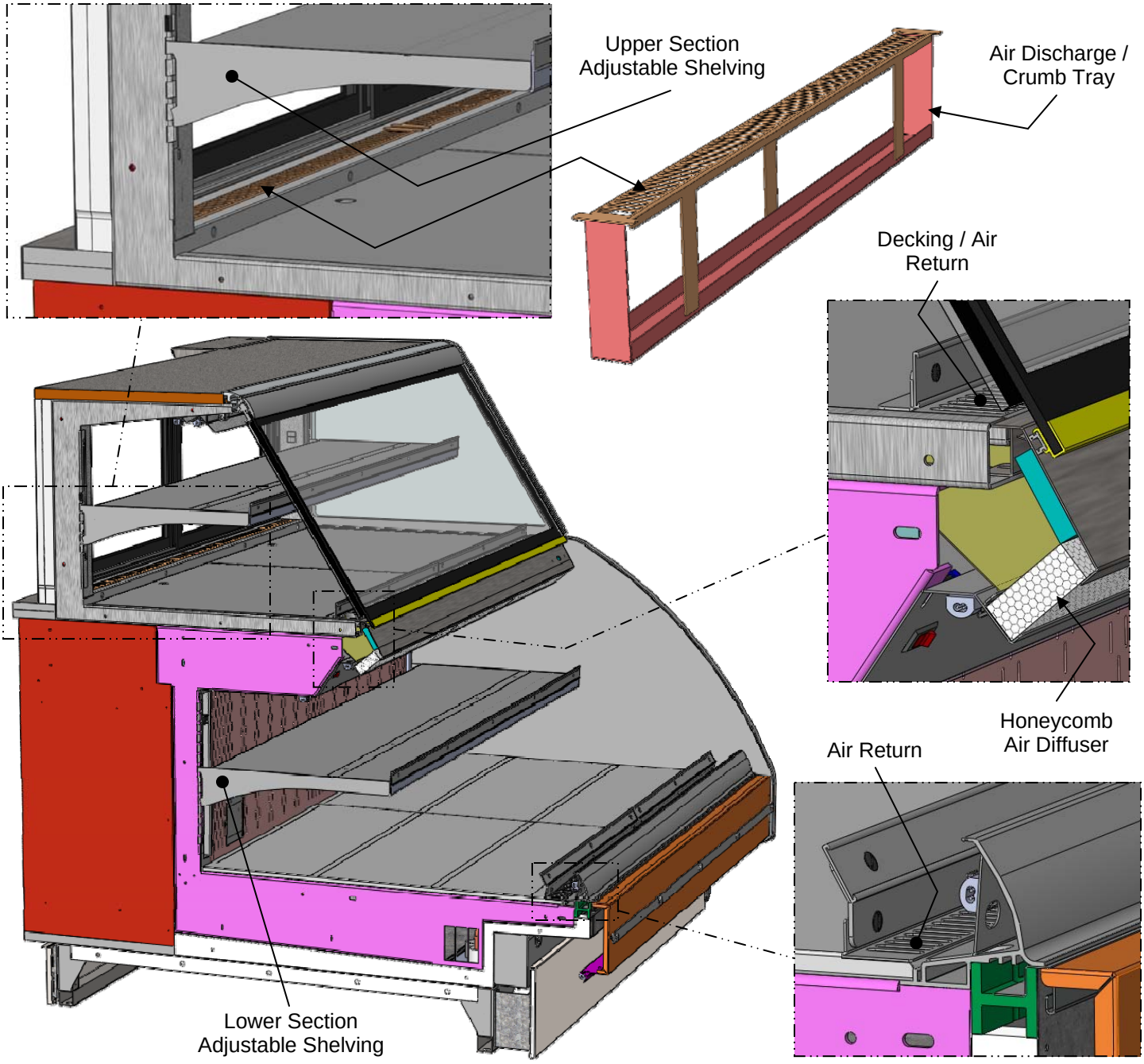
- Air discharge crumb tray can be lifted up and out to empty crumbs and residue.

3. Decking/Air Return

- Decking/Air return must remain free from product.
- Do not place product on this area as it will prevent proper airflow and prevent proper cooling of case.

4. Honeycomb Air Diffuser

- Honeycomb air diffuser can be removed for cleaning and/or replacement.
- See **MAINTENANCE FUNDAMENTALS - HONEYCOMB AIR DIFFUSERS [SERVICE TECHNICIANS ONLY]** section in this manual.



MODEL GP540RRLB.5571B - LED LIGHTING LAYOUT / FRONT GLASS / EVAP. COIL/TXV/FANS, ETC.

1. LED Lights

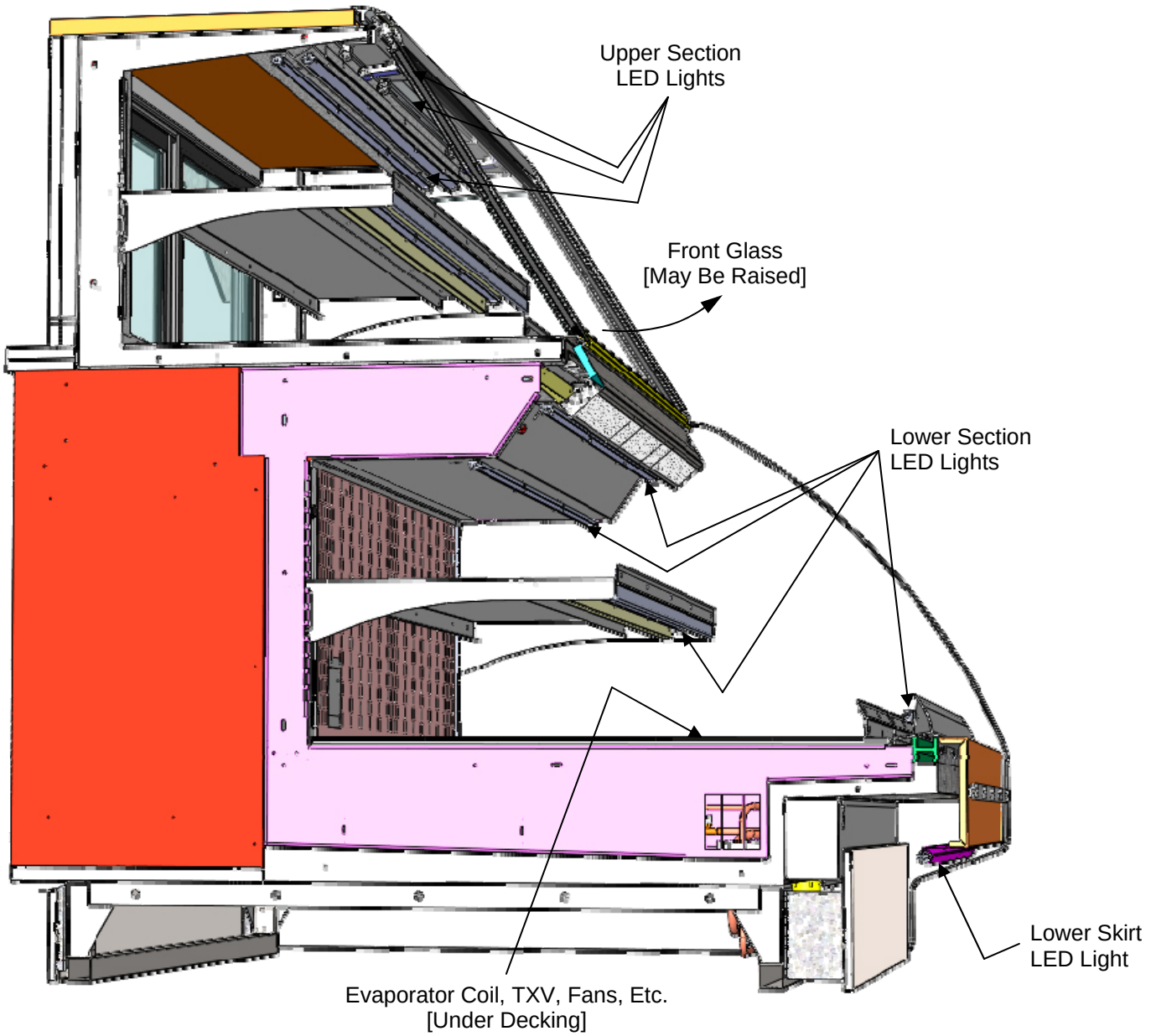
- Model GP540RRLB.5571B has LED lights only (no fluorescent lights).
- Lights may be removed for servicing and/or replacement.
- See ***LED LIGHT REMOVAL/REPLACEMENT, PLUG/CORD POSITIONING, PROPER PLUG INSERTION*** section in manual for specifics on care and maintenance.

2. Front Glass

- Caution! Only authorized service personnel are to access front glass!
- Front glass may be raised for cleaning or servicing.

3. Evaporator Coil, TXV, Fans, Etc.

- Caution! Only authorized service personnel are to access area under deck!
- Rotating fans can cause injury!



REF. SELF-SVC GRAB-N-GO FRONT / HEATED SERVICE PIZZA DISPLAY [GP440RHLB.5574 ONLY]

MODEL GP440RHLB.5574 ONLY

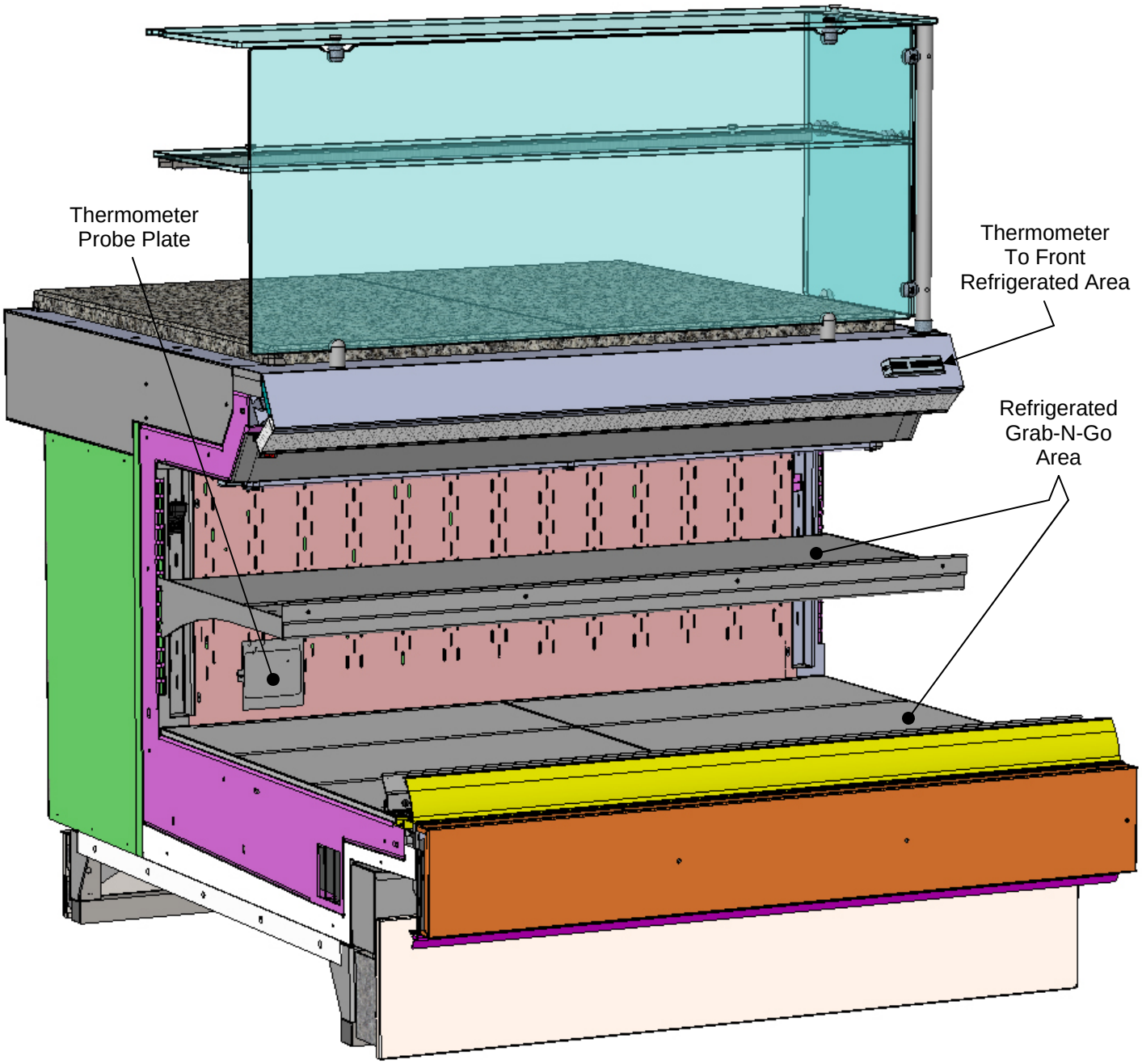
1. Front Area of Case: Refrigerated Grab-N-Go

- View below is partially disassembled for illustrative purposes only.
- Thermometer probe is located behind plate.

2. Thermometer Notes

- Note 1: Thermometers reflect warmest air temperature in merchandiser. They do not provide actual food temperature.
- Note 2: Use probe thermometers to determine actual product temperatures.

>> See next page for continuation...



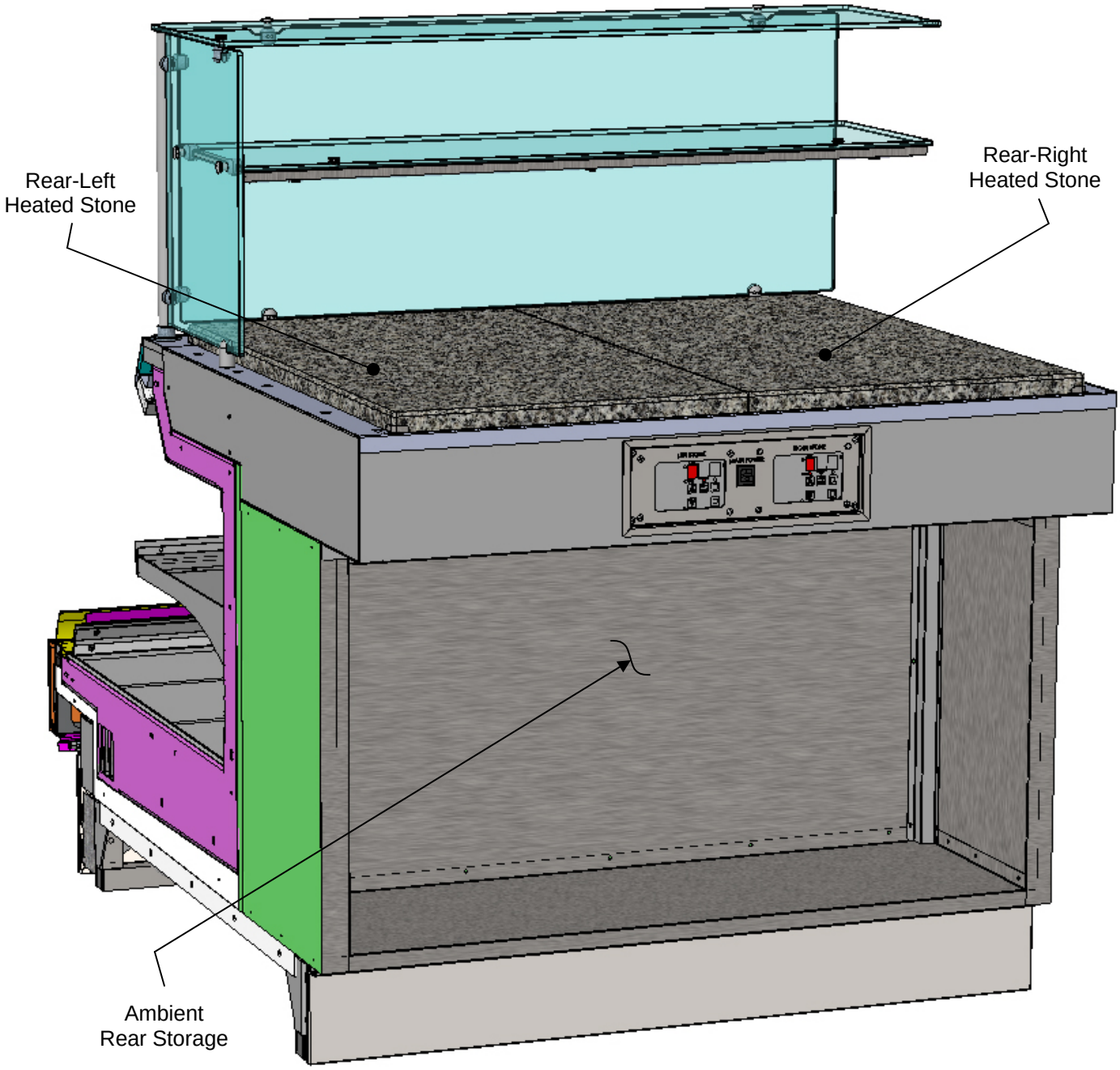
REF. SELF-SVC GRAB-N-GO FRONT / HEATED SERVICE PIZZA DISPLAY [GP440RHLB.5574 ONLY]

MODEL GP440RHLB.5574 ONLY

Rear Area of Case: Heated Service Pizza Display

- View below is partially disassembled for illustrative purposes only.
- Heated areas are separated: Rear-left stone vs. Rear-right stone.
- Ambient rear storage area may be used for various storage purposes.

>> See next page for continuation...



MODEL GP440RHLB.5574 ONLY

1. Main Power Switch / Individual Heated Surface [Stone] Controls

- *Main Power Switch* [at center of thermostats on main control panel] controls power to both heated stones.
- *Note: The "Pre-Heat" settings button [on each thermostat] does NOT operate on this case.*
- Two [2] separate sets of controls operate left and right heated surfaces [as shown in illustration below].

2. SCC Controller Thermostat Settings

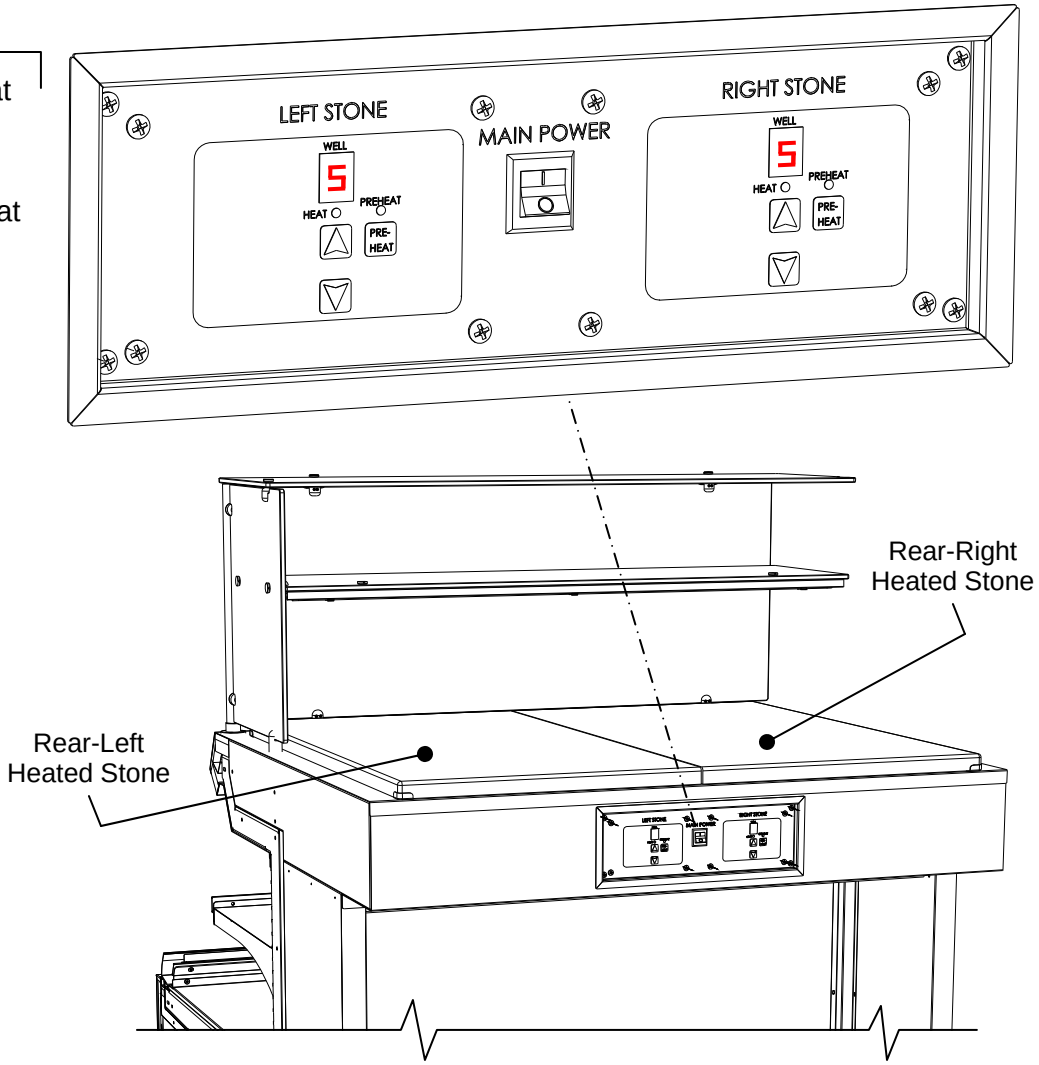
- To increase temperature, press the UP key.
- To decrease temperature, press the DOWN KEY.
- ***If controllers are set at "0", relays will be de-energized.***
- HEAT LED indicates that the relay is energized and heater is on.
- Setting "1" is minimum heat.
- Setting "5" is medium heat.
- Setting "9" is maximum heat.
- Adjust settings accordingly to reflect your desired food temperatures.
- After unit is adjusted, the control will automatically save the user setting approximately 5 seconds after the user stops adjusting the setting.
- Note: Should food temperatures significantly vary from acceptable range, contact SCC Technical Service. See ***SCC TECHNICAL SERVICE CONTACT INFORMATION*** section of this manual for specifics.

Heated Surface Settings

Setting " 1 " = Minimum Heat

Setting "5" = Medium Heat

Setting "9" = Maximum Heat

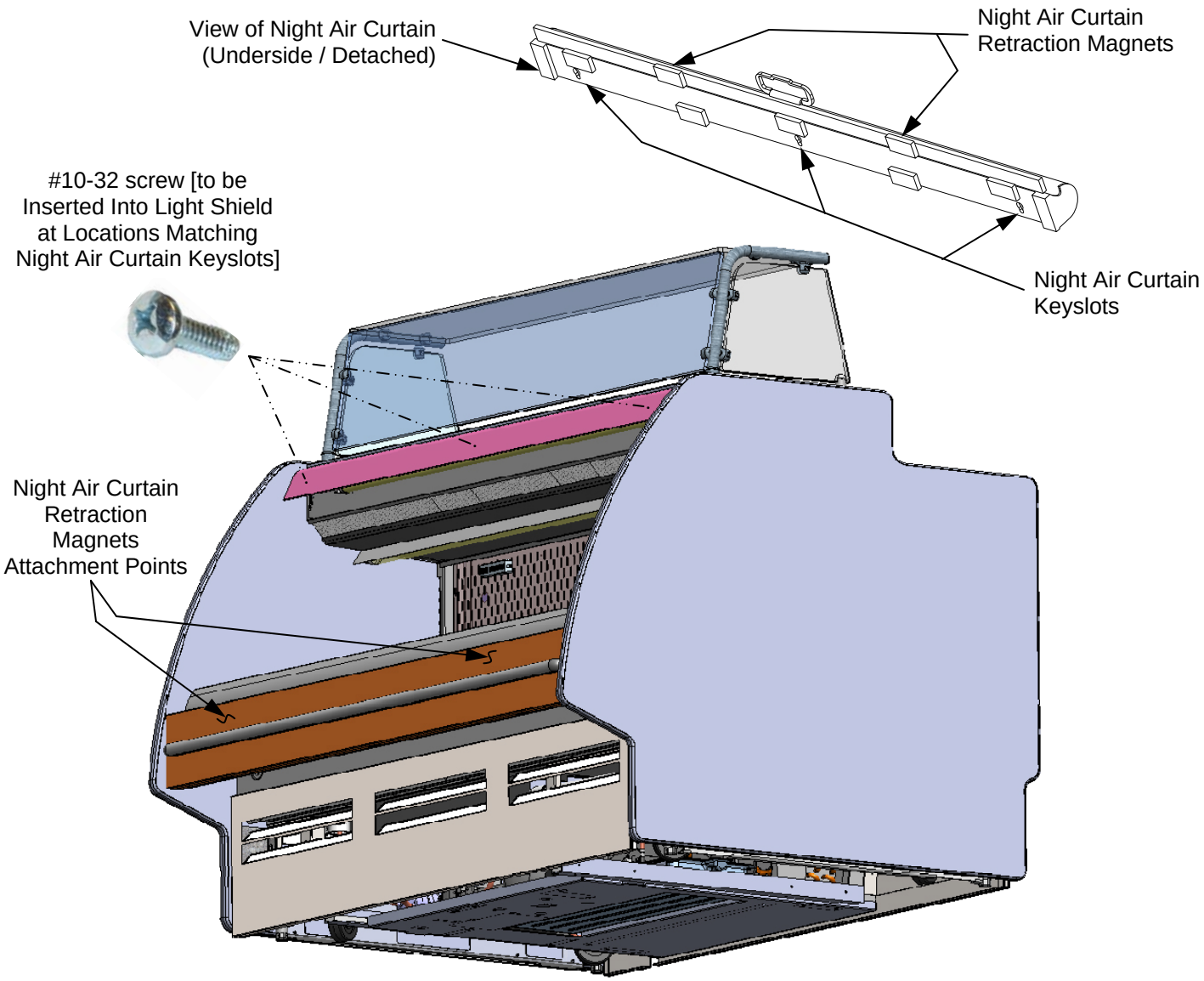


OPTIONAL NIGHT AIR CURTAIN INSTALLATION / OPERATING INSTRUCTIONS [GP541RR SHOWN]

Night Air Curtain Installation & Operating Instructions

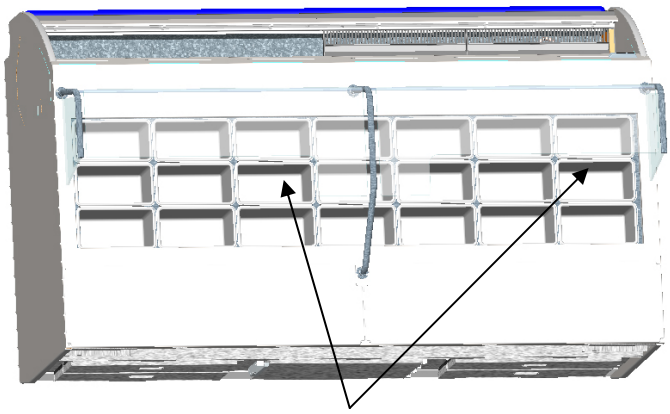
1. Use caution when handling Night Air Curtain.
2. Display case may come with Night Curtain already attached. If not, a retrofit kit will be provided.
3. If using SCC-supplied retrofit kit, place night curtain on top of case as shown. Mark "keyslot" locations using underside of night curtain as a template. Drill pilot holes in light shield and screw in #10-32 screws [leaving head exposed to allow "keyslots" to fit over them]. Attach Night Air Curtain to unit by #10-32 screws.
4. After Night Air Curtain is firmly attached to case, grasp handle and pull downward to desired location [as shown below].
5. To return Night Air Curtain to its retracted position, grasp handle, lift up and away from its magnetic attachment and carefully wind Night Air Curtain back into roll.
6. Caution! Do not allow spring-loaded Night Air Curtain to freely snap back into roll. Doing so can eventually destroy Night Air Curtain's tension and retractability.
7. To entirely detach Night Air Curtain from case, retract curtain (to access keyslots),

NOTE: BELOW ILLUSTRATION IS APPLICABLE TO MODELS GP441RR, GP641RR & GP841RR. IT MAY NOT EXACTLY REFLECT YOUR CASE'S FEATURES OR OPTIONS.

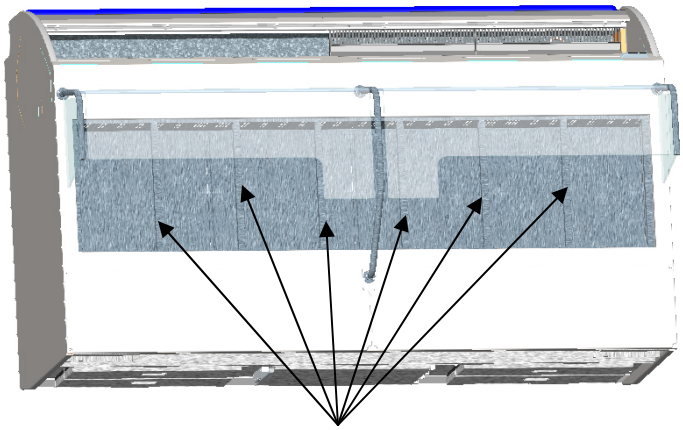


CLEANING SCHEDULE - TO BE PERFORMED BY STORE PERSONNEL

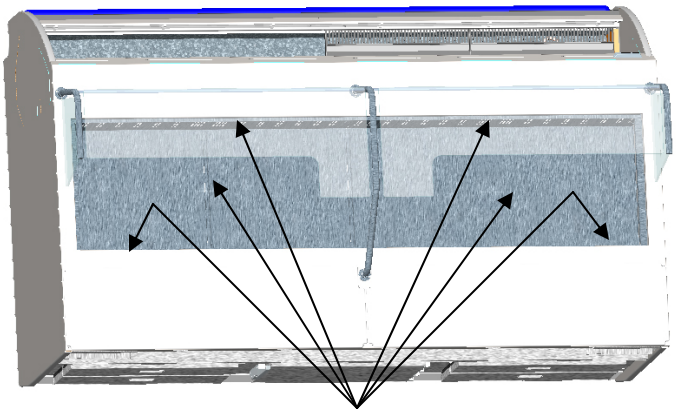
AREA TO BE CLEANED	FREQUENCY	INSTRUCTIONS
Pans, Dividers, Decking, Drain, Drain Cover, TXV	**Daily (1-3)** **Weekly (4)**	**<u>Follow Steps 1 Through 5 Shown Below</u>.** <u>Note</u>: Pan covers (shown in illustration #1 below) must be in place at the close of each day to maintain proper cooling temperature.



1. Remove pans. Submerse and clean in warm, soapy water. Rinse. Dry. Return to case.

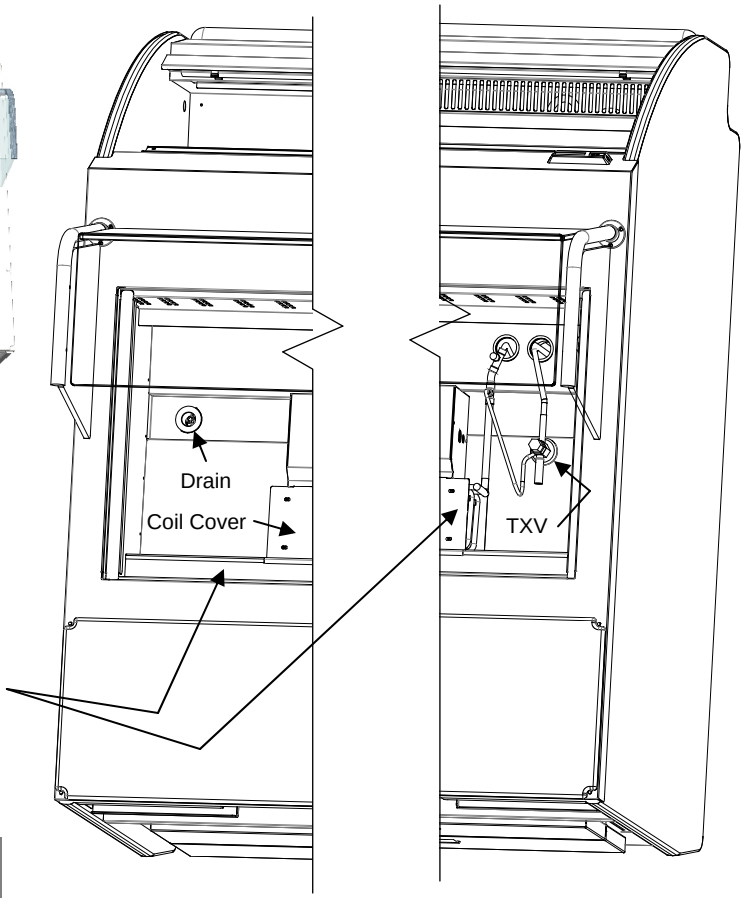


2. Remove pan dividers. Submerse dividers in warm, soapy water and clean. Rinse. Dry. Return to case.



3. After pans, and pan dividers are removed, clean entire area (sides and decking) with warm water, mild soap solution and soft cloth. Dry thoroughly. Return pans and dividers to case after cleaning.

4. *<u>Caution!</u>* Due to functioning cooling fans, it is advisable to turn off power to unit at this step. After pan covers, pans, dividers and pan supports are removed, clean entire area (sides, tub, drain, Coil Cover and TXV) with warm water, mild soap solution and soft cloth. Dry thoroughly. Replace all items in reverse order in which they were removed.

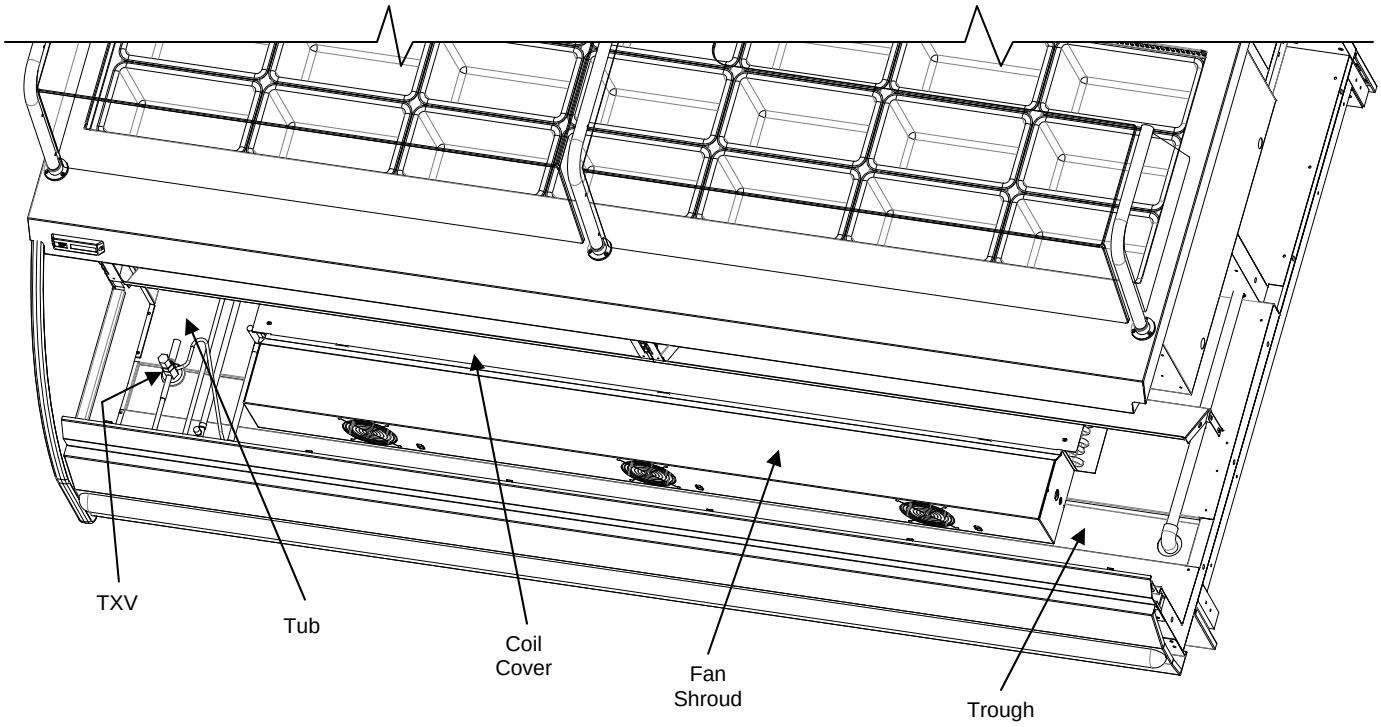


<u>Note</u>: Illustrations shown may not exactly reflect every feature or option of your particular case.

CLEANING SCHEDULE - TO BE PERFORMED BY STORE PERSONNEL, CONTINUED

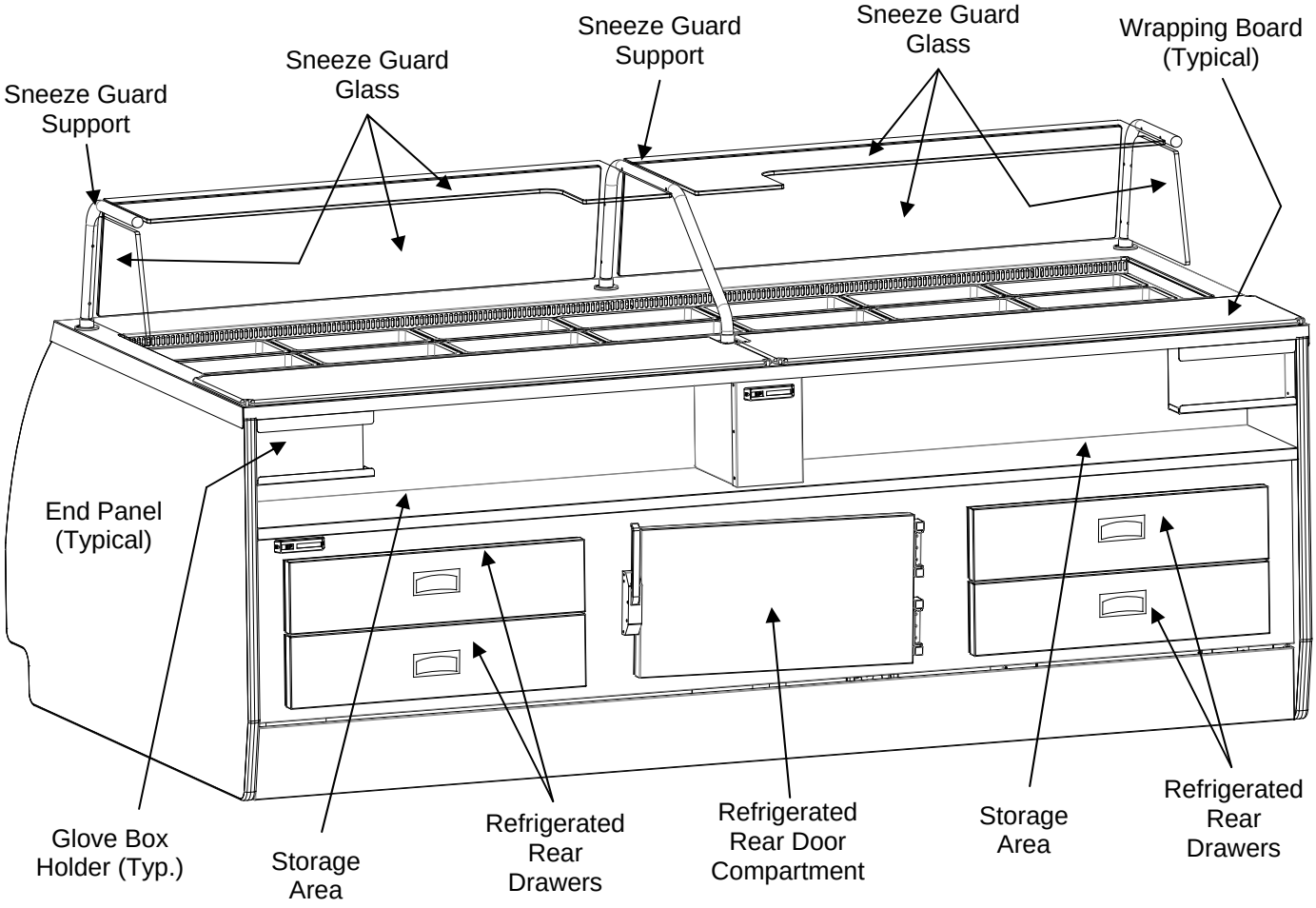
AREA TO BE CLEANED	FREQ.	INSTRUCTIONS
Air Discharge Crumb Tray [On Certain Models Only]		**Daily** • Air Discharge Crumb Tray [MODEL GP540RRLB.5571B only]. • Slide rear doors open. Lift air discharge crumb trays up and out. • Empty and return to case. **Weekly** • Perform above steps, but after emptying crumbs, submerse in warm, soapy water, clean with soft-bristled brush. Dry and return to case.
Front Grab-N-Go Area	**Daily / Weekly**	**Daily** • Wipe down deck pans (deck pans have been removed for illustrative purposes below) with warm, soapy water. Rinse with water-filled spray bottle and sponge or clean cloth. Dry. • For large spills or hardened residue, remove deck pans and submersed in warm soapy water, and clean with sponge or cloth. • Caution! Do not use Brillo® pad or similar abrasive cleaners as they may mar decking finish. Rinse. Dry. Return decking to case. **Weekly** • Remove deck pans (deck pans have been removed for illustrative purposes below). *Caution!* Due to functioning cooling fans, it is advisable to turn off power to unit at this step. • After pan covers, pans, dividers and pan supports are removed, clean entire area (sides, tub, drain, Coil Cover and TXV) with warm water, mild soap solution and soft cloth. Dry thoroughly. • Replace all items in reverse order in which they were removed.

Note: Illustrations shown may not exactly reflect every feature or option of your particular case.



CLEANING SCHEDULE - TO BE PERFORMED BY STORE PERSONNEL, CONTINUED

AREA TO CLEAN	FREQ.	INSTRUCTIONS
Case Exterior	**Daily**	**Sneeze Guard Glass/Supports/Glass Sliding Doors:** After pans have been removed, clean with a household or commercial glass cleaner and a soft cloth or paper towel. Wipe off all residue.
		Acrylic: Acrylic sneeze guard must be cleaned with a mild soap and water solution and a soft cloth. ***Caution! Never use ammonia-based cleaners on acrylic. Incorrect cleaning agents or abrasive cleaning cloths cause surface to 'cloud' over time.***
		Heated Stone Surface: See next page.
	Daily	**End Panels, Front Panel, Toe-Kick, Rear Sliding Doors (Model GP841R.5184), Storage Area, etc.:** Wipe down with warm water and mild soap solution and non-abrasive cloth.
	Daily	**Stainless Steel Surfaces:** • Wash with a solution of hand dishwashing liquid detergent and water; or a solution of baking soda and water. Rinse and polish dry with paper towel or soft cloth. • Never use scouring powders or steel wool as they will scratch stainless steel. • Brighten by polishing with a cloth dipped in vinegar or in ammonia; sprinkle baking soda on sponge and rub gently; rinse. Polish dry with paper towel. • Remove streaks or heat stains from stainless steel by rubbing with club soda.
Case Interior	**Daily**	**Storage Areas/Glove Box Holder/Wrapping Board:** Wipe out with warm water and mild anti-bacterial soap solution and non-abrasive cloth. See illustration below.
	Daily	**Rear Door Compartment:** Open rear compartment door. Wipe out area with warm water, mild soap solution and non-abrasive cloth. DO NOT to touch or dislodge cooler drain hose.



AREA TO BE CLEANED	FREQ.	INSTRUCTIONS
Heated Stone Surfaces [Model GP440RHLB.5574 Heated Surface Pizza Display Only]	**Daily**	**See Below**

Quartz surfacing is a nearly indestructible material. It is resistant to stains caused by wine, fruit juices, liquid food coloring, tea, nail polish and remover, and felt-tip markers. Its non-porous nature is also extremely hygienic, making it a food-safe choice. Additionally, since it is a non-porous material, quartz polished surfaces do not need to be sealed as do other stones to prevent staining.

Though the quartz surface can briefly tolerate moderate temperatures for a brief time, it can be damaged by high heat and prolonged exposure to heat. Use a hot pad or trivet when placing a hot pan on it.

As with any other stone or surface material, strong chemicals and solvents such as Drano®, Liquid Plummer®, oven cleaners and floor strippers will damage quartz surfaces. The following are tips for cleaning your quartz surface:

Polished Surfaces (high gloss)

Routine cleaning involves little more than soapy water or a mild household cleaner such as Formula 409®, Fantastik® or Windex®.

Honed Surfaces (smooth with more of a matte look)

A homed surface will require more daily maintenance than polished finishes. Since there is more exposed surface area with honed finishes, metal marks, finger prints and other signs of daily living will show on honed material. Most of these marks can be easily removed with little effort and cleaning products such as Soft Scrub™. For tough stains, work the area with a Scotch Brite™ pad.

PREVENTIVE MAINTENANCE [TO BE PERFORMED BY TRAINED SERVICE PROVIDER]

WARNING! TURN OFF CASE BEFORE PERFORMING PREVENTIVE MAINTENANCE!

PREVENTIVE MAINTENANCE	FREQ.	INSTRUCTIONS
Case Interior	**Quarterly**	**<u>Tub Area [Evaporator Coil, Drain, Fans, Brackets]</u>:** ***Caution! Disconnect power from the case before cleaning tub, coil, fan, motor and drain area!*** • Use vacuum to clean entire area. • After vacuuming, clean area with warm water, clean cloth, and mild soap solution. • Remove any debris that may clog drain. • Wipe down fan blades, motors and brackets with moist cloth.
	Quarterly	**<u>Honeycomb</u>:** Check honeycomb air diffuser to determine if it is dirty. If it is dirty, remove from case. See ***MAINTENANCE FUNDAMENTALS - HONEYCOMB AIR DIFFUSERS [SERVICE TECHNICIANS ONLY]*** section of this manual (next page) for cleaning specifics.

1. Honeycomb Air Diffuser Removal

See ***PREVENTIVE MAINTENANCE (TO BE PERFORMED BY TRAINED SERVICE PROVIDER)*** section in this manual for cleaning frequency.

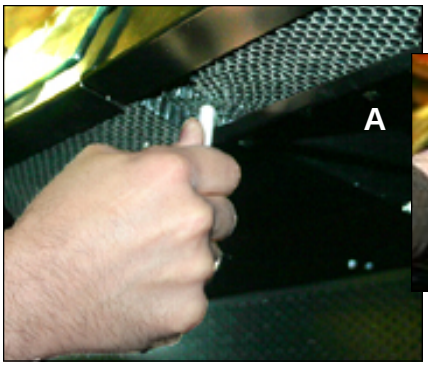
A. Wedge a non-metallic device of suitable strength (such as a ballpoint pen) between the honeycomb and the end panel.
Caution! Use care not to dislodge the heating wire (that prevents condensation on the lamp assembly).
B. Apply pressure to collapse the honeycomb to allow it to be pulled out of honeycomb retainer.
C. Carefully pry downward and away from the honeycomb retainer.

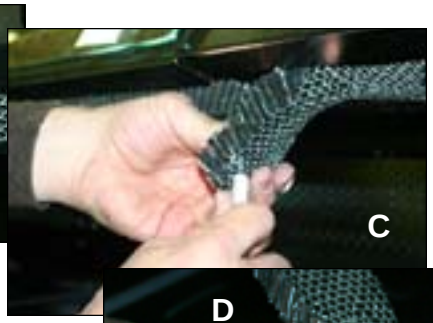
Clean honeycomb with warm water and soap solution. Submerse if necessary. Use brush to dislodge stubborn or sticky residue. Dry by using vacuum's blow mode (vs. suction mode).

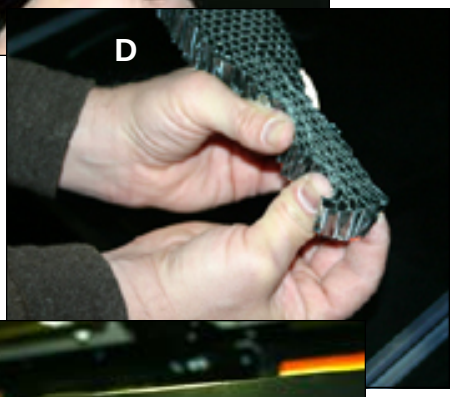
2. Honeycomb Air Diffuser Installation

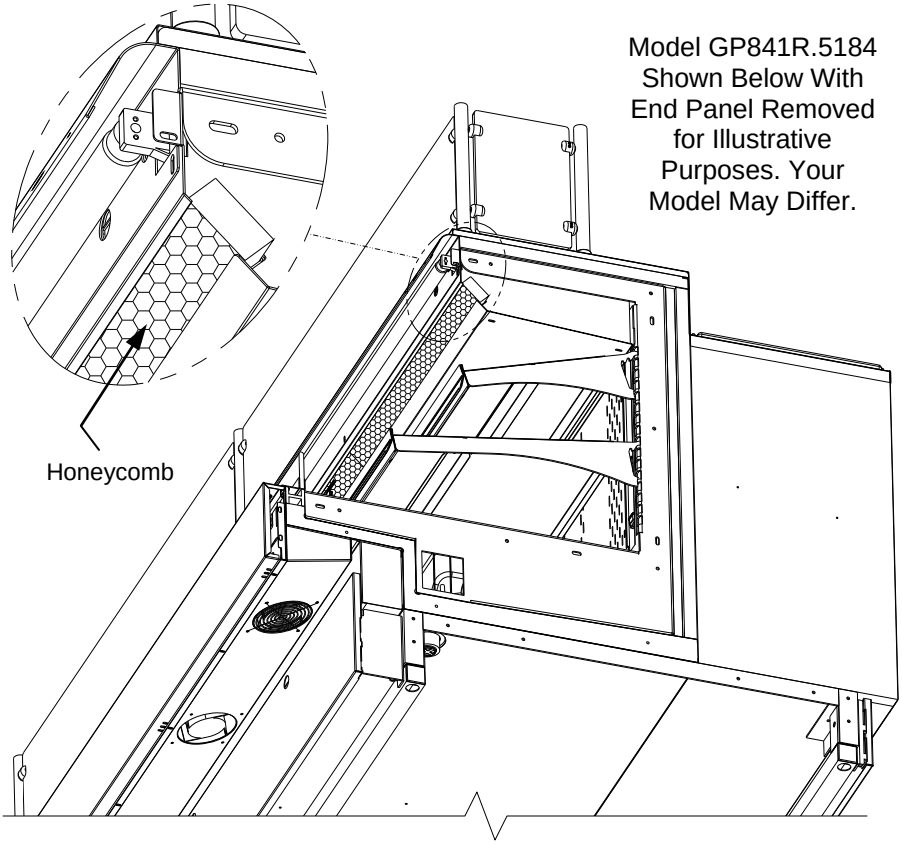
D. Squeeze honeycomb to allow it to fit into the honeycomb retainer.
E. Carefully slide honeycomb into place.
F. Adjust honeycomb so that it fits flat against retainer. It must not be wavy or out of position.

Note: For honeycomb air diffusers in other locations, these same general instructions apply.

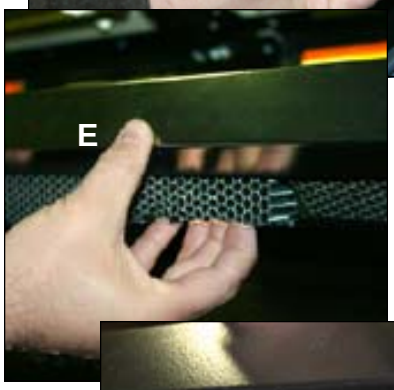


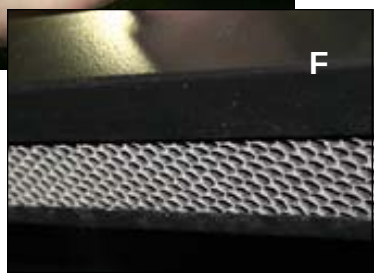






Model GP841R.5184 Shown Below With End Panel Removed for Illustrative Purposes. Your Model May Differ.





TROUBLESHOOTING [TO BE PERFORMED BY STORE PERSONNEL]

CONDITION	TROUBLESHOOTING
Case Is Not Level	See ***INSTALLATION*** section in this manual for additional information.
Case Not Lining Up	See ***INSTALLATION*** section in this manual for instructions on properly aligning case (alongside other cases) and adjusting levelers (or rails).
Water Is On The Floor	Call service provider.
Fan Emits Excessive Noise	Call service provider.
Case Lights Are Not Working	Check that light switch is in the *on* position.
	Turn light switch off and check bulb for proper connection. • Check that the light cord is plugged in properly. • Note: LED light and plug must be connected in a specific manner or they will not work. • Make certain flat edge of plug connects to flat edge of LED light. • See ***LED LIGHT REMOVAL/REPLACEMENT, PLUG/CORD POSITIONING, PROPER PLUG INSERTION*** section in this manual for illustrations.
	Fluorescent Lights: Check bulbs for proper installation and connection. Also, check that bulb connections are free from dust and dirt.
	Fluorescent Lights: Check for burned out bulbs.
	If case lights still do not come on, call service provider.
Case is Not Holding Proper Temperature	If a large amount of warm product was added to the case, it will take time for the temperature to adjust. Product must be pre-chilled before placing in case.
	Check that the case is not in the sun or near a heat or air-conditioning vent.
	If case is located near front doors, temperature fluctuation can hinder unit's ability to maintain temperature.
	Check air return grilles (area at front of decking) for obstructions. DO NOT set product on air grilles as this will prevent proper airflow!
	If case still is not holding proper temperature, call service provider.

TROUBLESHOOTING [TO BE PERFORMED BY TRAINED SERVICE PROVIDERS]

CONDITION	TROUBLESHOOTING
Water Is On The Floor	Check that the drain trap is free of debris.
	Check that the drain hose is correctly positioned over floor drain.
	Check store conditions. See ***OVERVIEW / TYPE / COMPLIANCE / WARNINGS / PRECAUTIONS / WIRING / PLUGS*** pages in this manual for humidity and temperature ranges to prevent condensation.
Fan Emits Excessive Noise	Check that the case is aligned, level and plumb.
	Check evaporator fans for cleanliness.
	Unplug/power off fan motors. Check to determine whether faulty.
	Check that fan motors are securely mounted in brackets.
	Check that the fan shroud is properly secured.
Fans Are Not Working	Check that fans are plugged in at the fan shroud.
	Check for foreign material obstructing fan performance.
	Check that fan blades freely rotate within fan shrouds
	Check that power is going to fans (certified electricians only).
	Check that fan wiring is connected on terminal blocks (certified electricians only).
System Is Not Operating	Check that the utility power is on.
	Check the circuit breaker box for tripped circuits.

TROUBLESHOOTING - CONDENSING SYSTEM [TRAINED SERVICE PROVIDERS ONLY]

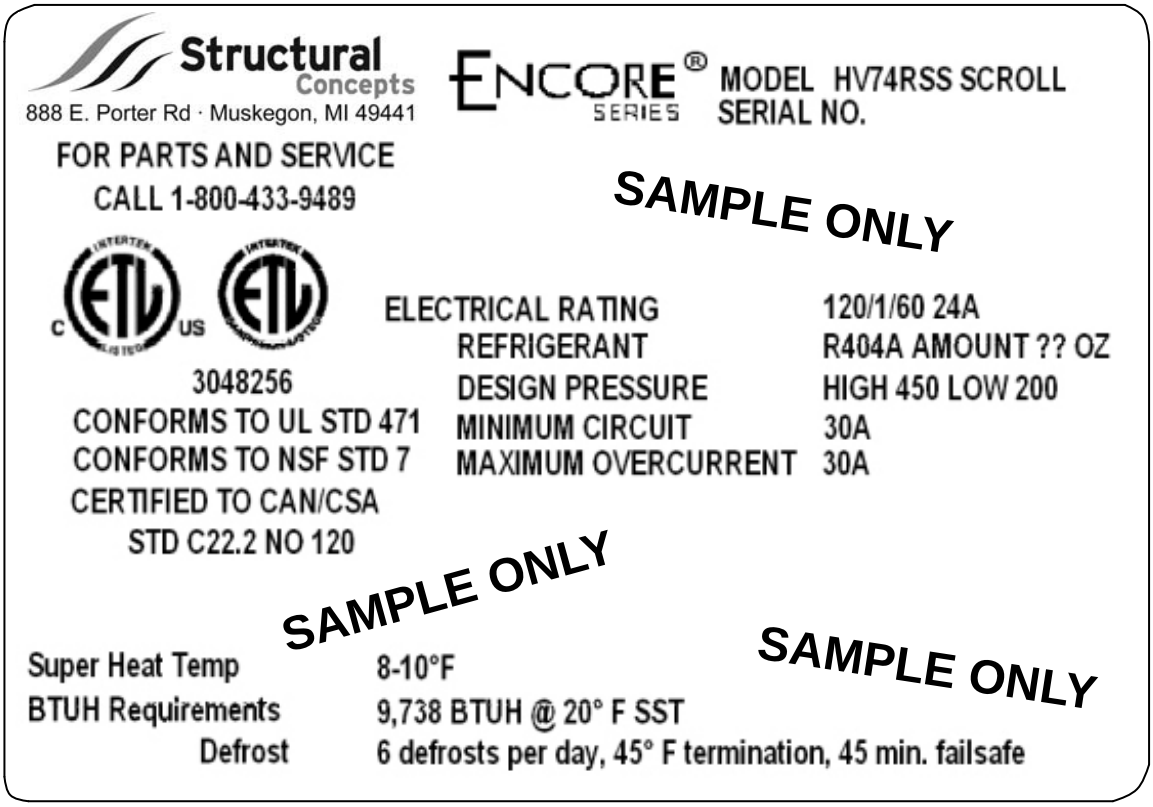
CONDITION	TROUBLESHOOTING
Head Pressure Too High	Check that the Condensing Coil is not dirty or covered.
	Check that Condensing Fans are working.
	Check that refrigerant is not overcharged.
	Check to verify that a non-condensable is not in the system.
	Check that Liquid Line Drier is not plugged.
	Check that there are no close-offs around Condensing Coil.
	Check Set Point Temp.; it may be adjusted too high.
	Check System Operating Temperatures.
	Check that Store Ambient Temperature isn't above maximum allowed. See *Overview and Warnings* Section.
Head Pressure Too Low	Check that Refrigerant Charge isn't too low.
	Check that Suction Pressure isn't too low.
	Check to verify that Compressor Valves aren't bad.

TROUBLESHOOTING - EVAPORATOR SYSTEM [TRAINED SERVICE PROVIDERS ONLY]

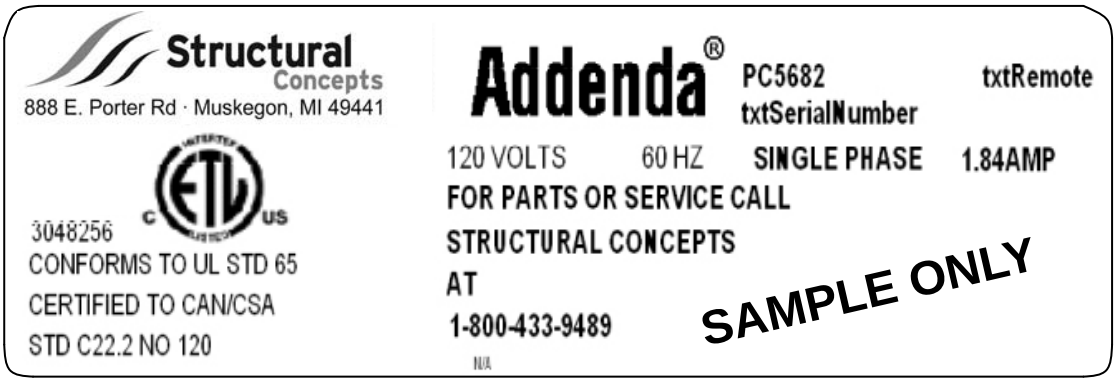
CONDITION	TROUBLESHOOTING
Low Suction Pressure	Check that the Refrigerant doesn't have a low charge.
	Check that Expansion Valve isn't restricted.
	Check that Liquid Line or Filter isn't restricted.
	Check that Evaporator Motors are working.
	Check that High Superheat doesn't need adjusting.
	Check that the Thermostatic Element charge isn't depleted.
	Check that there is air no seepage of air around Condensing Coil.
	Check that the Coil is not iced up.
High Suction Pressure	Check that Refrigerant Charge isn't too high.
	Check that Compressor Valves aren't bad.
	Check that the Cooling Load isn't high.
	Check that Superheat Adjustment isn't low.
	Check TXV Bulb Installation a. Poor thermal contact. b. Warm location.
	Check Compressor: Low capacity means it is undersized for its application.

Serial Label Location & Information Listed / Technical Information & Service

- Serial labels are located near the electrical access on your case.
- Serial labels contain electrical, temperature & refrigeration information, as well as regulatory standards to which the case conforms.
- For additional technical information and service, see the *TECHNICAL SERVICE* page in this manual for instructions on contacting Structural Concepts' Technical Service Department.
- See images below for samples of both refrigerated and non-refrigerated serial labels.


Structural Concepts
888 E. Porter Rd · Muskegon, MI 49441
ENCORE® SERIES
MODEL HV74RSS SCROLL
SERIAL NO.
FOR PARTS AND SERVICE
CALL 1-800-433-9489
SAMPLE ONLY
3048256
CONFORMS TO UL STD 471
CONFORMS TO NSF STD 7
CERTIFIED TO CAN/CSA
STD C22.2 NO 120
ELECTRICAL RATING 120/1/60 24A
REFRIGERANT R404A AMOUNT ?? OZ
DESIGN PRESSURE HIGH 450 LOW 200
MINIMUM CIRCUIT 30A
MAXIMUM OVERCURRENT 30A
SAMPLE ONLY
SAMPLE ONLY
Super Heat Temp 8-10°F
BTUH Requirements 9,738 BTUH @ 20° F SST
Defrost 6 defrosts per day, 45° F termination, 45 min. failsafe

----- Sample Serial Label For Refrigerated Case -----



----- Sample Serial Label For Non-Refrigerated Case -----

STRUCTURAL CONCEPTS CORPORATION TECHNICAL SERVICE
PHONE NUMBER: 1.800.433.9489 or For Your Master Service Agent See
WWW.STRUCTURALCONCEPTS.COM/Contact/Master_Service_Agents.asp

LIMITED WARRANTY

All sales by Structural Concepts Corporation (SCC) are subject to the following limited warranty. “Goods” refers to the product or products being sold by SCC.

Warranty Scope: Warranty is for equipment sold in the United States, Canada, Mexico and Puerto Rico. Equipment sold elsewhere may carry modified warranty.

Warranty; Remedies; Limitations. SCC warrants that if any Goods are found by an authorized representative of SCC not to be of good material or workmanship within one year of the date of shipments SCC will, at its option after inspection by an authorized representative, replace any defective Good or pay the reasonable cost of replacement for any such defective Goods, provided that written notice of the defect is given to SCC within 30 days of the appearance of such defect. If notice is not given within such period, any claim for breach of warranty shall be conclusively deemed to have been waived and SCC shall not be liable under this warranty. If SCC is unable to repair or replace the defective Goods, SCC shall issue a credit to the Purchaser for all or part of the purchase price, as SCC shall determine. The replacement or payment in the manner described above shall be the sole and exclusive remedy of Purchaser for a breach of this warranty. If any Goods are defective or fail to conform to this warranty, SCC will furnish instructions for their disposition. No Goods shall be returned to SCC without its prior consent.

SCC’s liability for any defect in the Goods shall not exceed the purchase price of the Goods. SCC SHALL HAVE NO LIABILITY TO PURCHASE FOR CONSEQUENTIAL DAMAGES OF ANY KIND WHATSOEVER, INCLUDING, BUT NOT LIMITED TO, PERSONAL INJURY, PROPERTY DAMAGE, LOST PROFITS, OR OTHER ECONOMIC INJURY DUE TO ANY DEFECT IN THE GOODS OR ANY BREACH OF SCC, SCC SHALL NOT BE LIABLE TO THE PURCHASER IN TORT FOR ANY NEGLIGENT DESIGN OR MANUFACTURE OF THE GOODS, OR FOR THE OMISSION OF ANY WARNING THEREFROM.

SCC shall have no obligation or liability under this warranty for claims arising from any other party’s (including Purchaser’s) negligence or misuse of the Goods or environmental conditions. This warranty does not apply to any claim or damage arising for or cause by improper storage, handling, installation, maintenance, or from fire, flood, accidents, structural defects, building settlement or movement, acts of God, or other causes beyond SCC’s control.

Except as expressly stated herein, SCC makes no warranty, express, implied, statutory or otherwise as to any parts or goods not manufactured by SCC. SCC shall warrant such parts or Goods only (I) against such defects, (II) for such periods of time, and (III) with such remedies, as are expressly warranted by the manufacturer of such parts of Goods. Notwithstanding the foregoing, any warranty with respect to such parts of Goods and any remedies available as a result of a breach thereof shall be subject to all of the procedures, limitations, and exclusions set forth herein.

THE WARRANTIES HEREIN ARE IN LIEU OF ALL WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE. IN PARTICULAR, SCC MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

No representative, agent or dealer of SCC has authority to modify, expand, or extend this Warranty, to waive any of the limitations or exclusions, or to make any different or additional warranties with respect to Goods.

Period of Limitations. No claim, suit or other proceeding may be brought by Purchaser for any breach of the foregoing warranty or this Agreement by SCC or in any way arising out of this Agreement or relating to the Goods after one year from the date of the breach. In the interpretation of this limitation on action for a breach by SCC, it is expressly agreed that there are no warranties of future performance of the goods that would extend that period of limitation herein contained for bringing an action.

Indemnifications. Purchaser agrees to indemnify, hold harmless, and defend SCC if so requested, from any and all liabilities, as defined herein, suffered, or incurred by SCC as a result of, or in connection with, any act, omission, or use of the Goods by Purchaser, its employees or customers, or any breach of this Agreement by Purchaser. Liabilities shall include all costs, claims, damages, judgments, and expenses (including reasonable attorney fees and costs).

Remedies of SCC. SCC’s rights and remedies shall be cumulative and may be exercised from time to time. In a proceeding or action relating to the breach of this Agreement by Purchaser, Purchaser shall reimburse SCC for reasonable costs and attorney’s fees incurred by SCC. No waiver by SCC of any breach of Purchaser shall be effective unless in writing nor operate as a waiver of any other breach of the same term thereafter. SCC shall not lose any right because it has not exercised it in the past.

Applicable Law. This Agreement is made in Michigan and shall be governed by and interpreted according to Michigan law. Any lawsuit arising out of this Agreement or the Goods may be handled by a federal or state court whose district includes Muskegon County, Michigan, and Purchaser consents that such court shall have personal jurisdiction over Purchaser.

Miscellaneous. If any provision of this Agreement is found to be invalid or unenforceable under any law, the provision shall be ineffective to that extent and for the duration of the illegality, but the remaining provisions shall be unaffected. Purchaser shall not assign any of its rights nor delegate any of this obligations under this Agreement without prior written of SCC. This Agreement shall be binding upon and inure to the benefit of SCC and Purchaser and each of their legal representatives, successors and assigns.

SCC warrants its products to be free of defects in materials and workmanship under normal use and service for a period of one (1) year from the date of delivery.

This warranty is extended only to the original purchaser for use of the Goods. It does not cover normal wear parts such as plastic tongs, tong holders, tong cables, bag holders, or acrylic dividers.

General Conditions. All service labor and/or parts charges are subject to approval by SCC. Contact the Customer Service Department in writing or call 231-798-8888.

All claims must contain the following information: (1) model & serial code number of equipment; (2) the date and place of installation; (3) the name and address of the agency which performed the installation; (4) the date of the equipment failure; and (5) a complete description of the equipment failure and all circumstances relating to that failure.

Once the claim has been determined to be a true warranty claim by SCC’s Customer Service Department, the following procedure will be taken: (1) replacement parts will be sent at no charge from SCC on a freight prepaid basis; (2) reimbursement for service labor will be paid if the following conditions have been met - (a) prior approval of service agency was awarded from the Customer Service Department; and (b) an itemized statement of all labor charges incurred is received by the Customer Service Department. The cost of the service labor reimbursement will be based on straight time rates and reasonable time for the repair of the defect.

If problems occur with any compressor, notify SCC’s Customer Service Department immediately. Any attempt to repair or alter the unit without prior consent from the Customer Service Department will render any warranty claim null and void. This warranty and protection plan does not apply to any condensing unit or any part thereof which has been subject to accident, negligence, misuse, or abuse, or which has not been operated in accordance with the manufacturer’s recommendations or if the serial number of the unit has been altered, defaced, or removed.

Limit of Liability. The limit of liability of SCC toward the exchange cost of the original condensing unit, F.O.B. SCC, Norton Shores, MI, of each motor-compressor assembly replaced during the warranty shall not exceed manufacturer's current established wholesaler’s exchange price and in no case shall the labor of removing or replacing the motor-compressor or parts thereof be the responsibility of SCC.